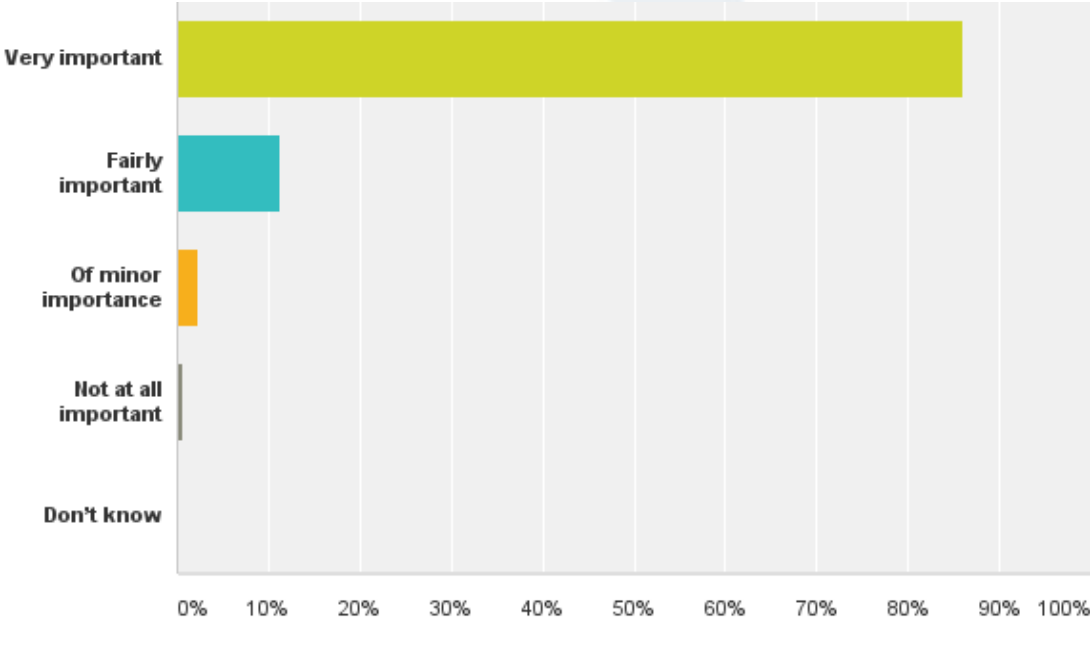


ONS Customer Satisfaction Survey 2015/16

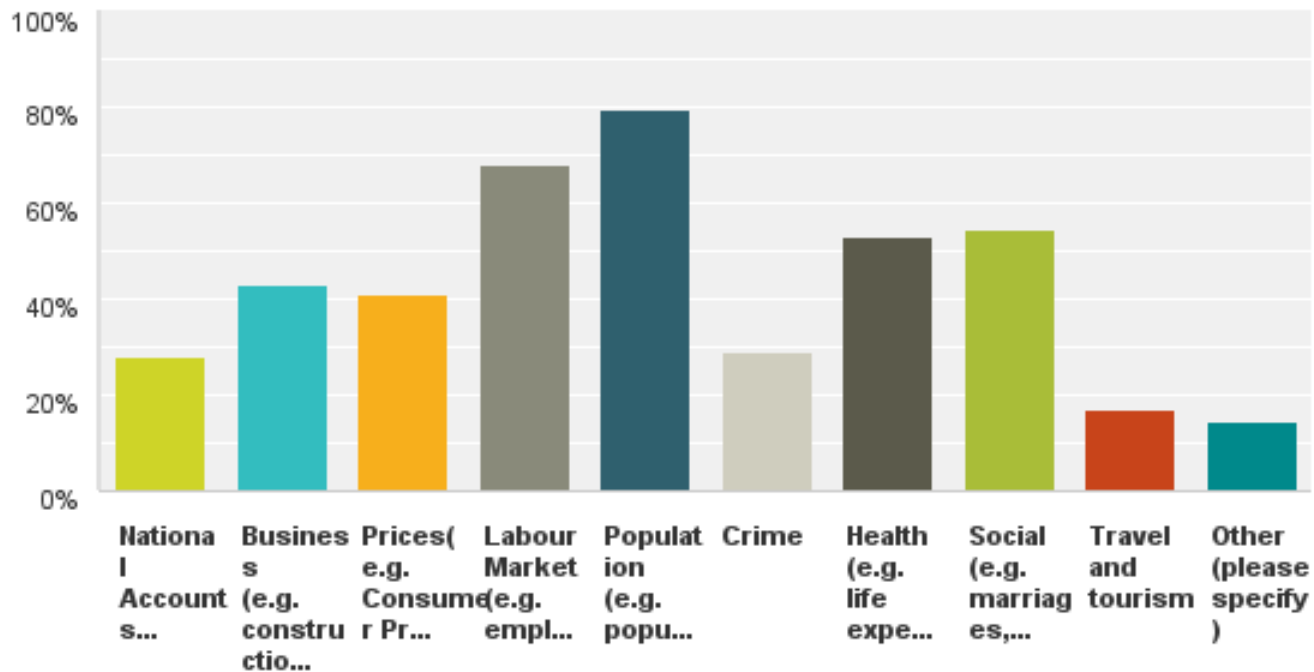
Full results tables

Q1: How important, if at all, are ONS statistics and analysis to your work?



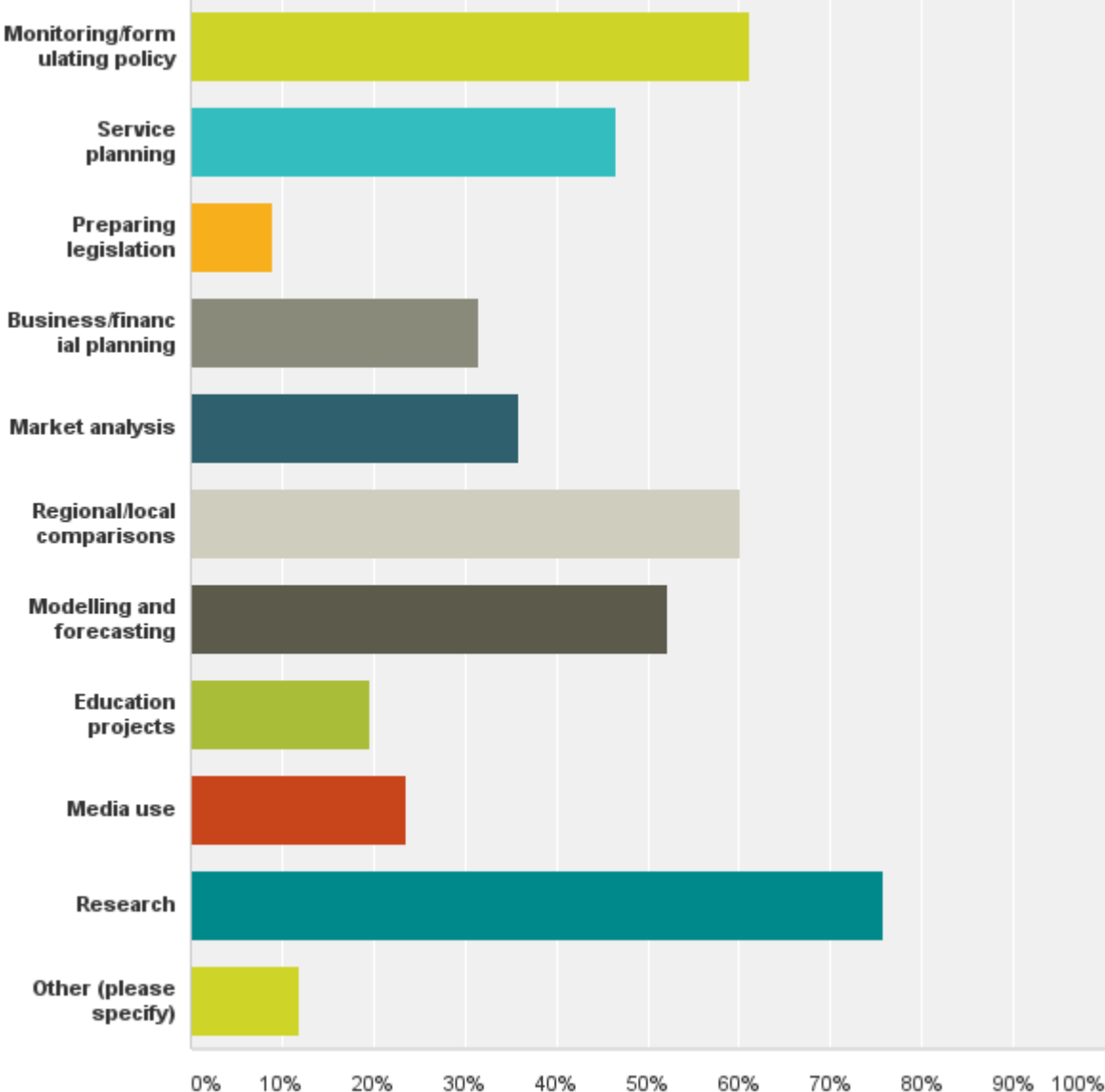
179 responses

Q2: Which ONS statistics and analysis do you use?



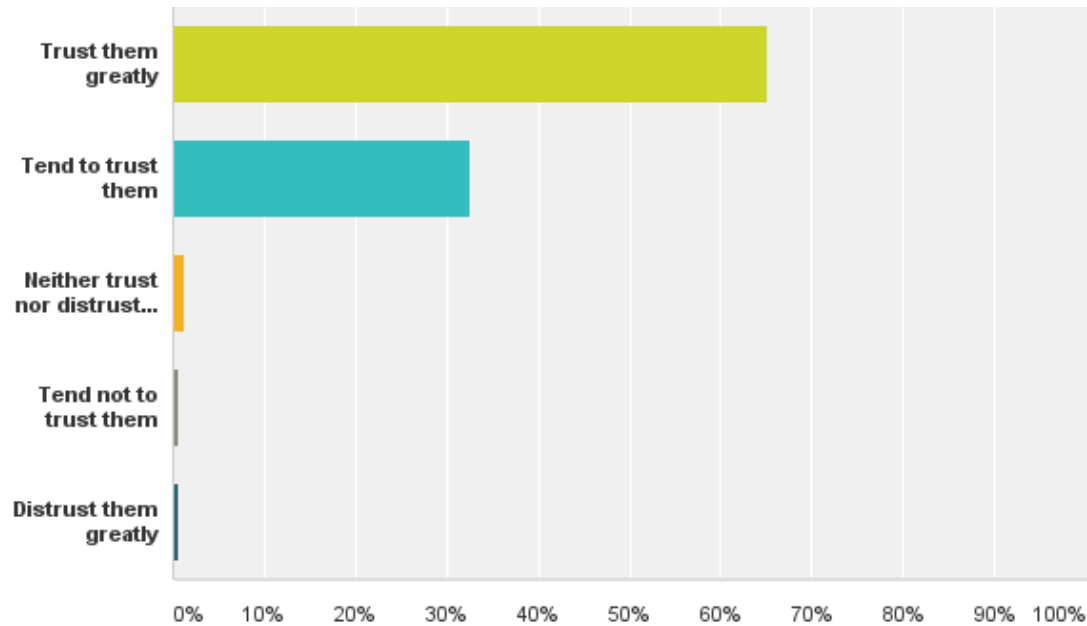
179 responses

Q3: What do you/your organisation use ONS statistics and analysis for?



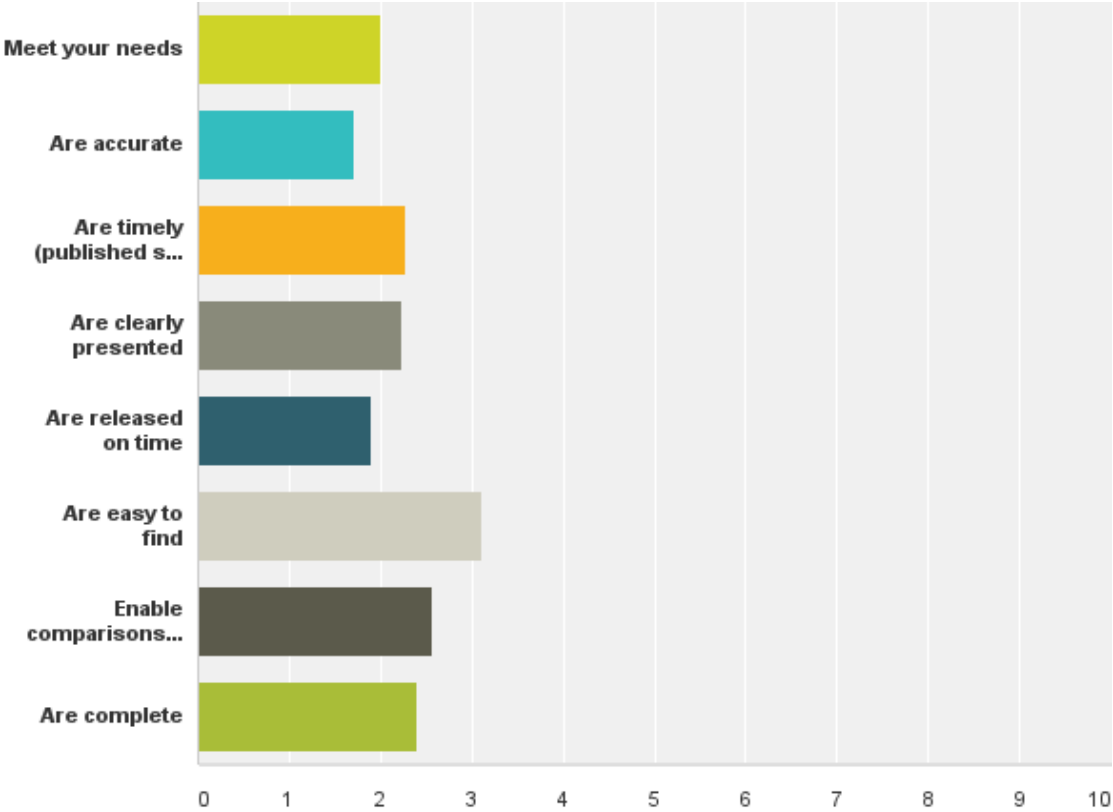
178 responses

Q4: To what extent do you trust statistics and analysis produced by ONS?



172 responses

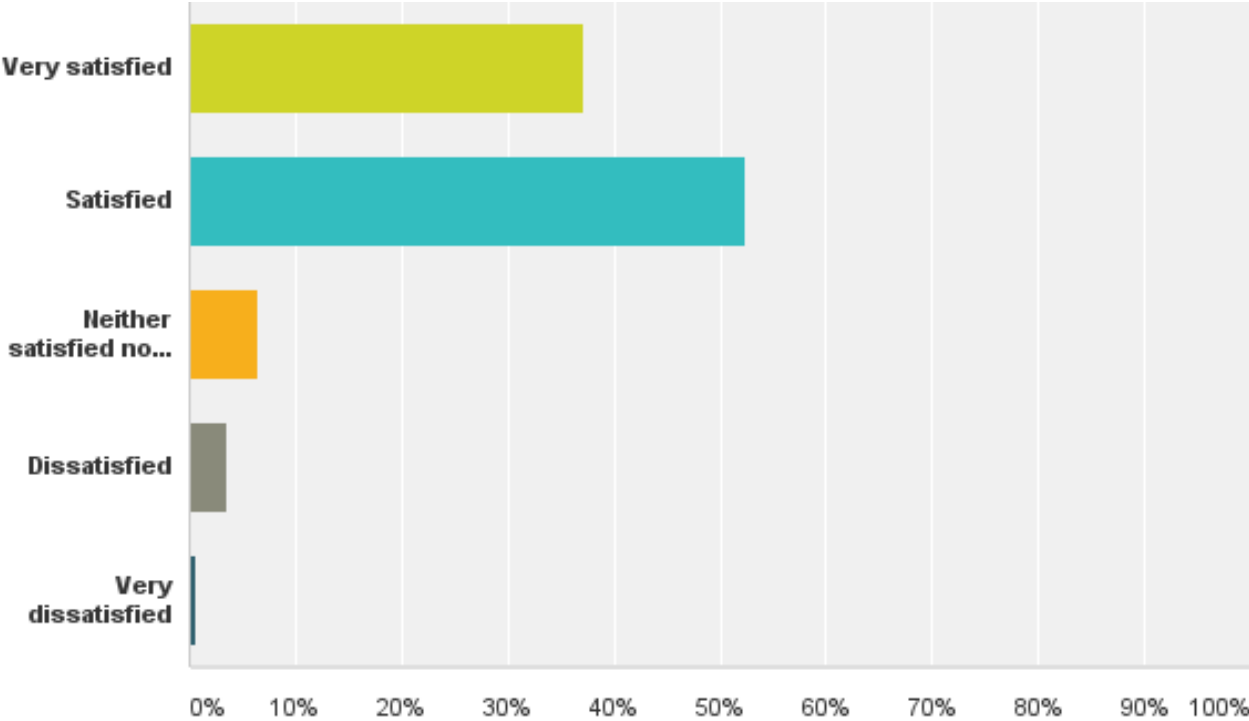
Q5: How satisfied or dissatisfied are you with the extent to which the statistics and analysis you use...



172 responses

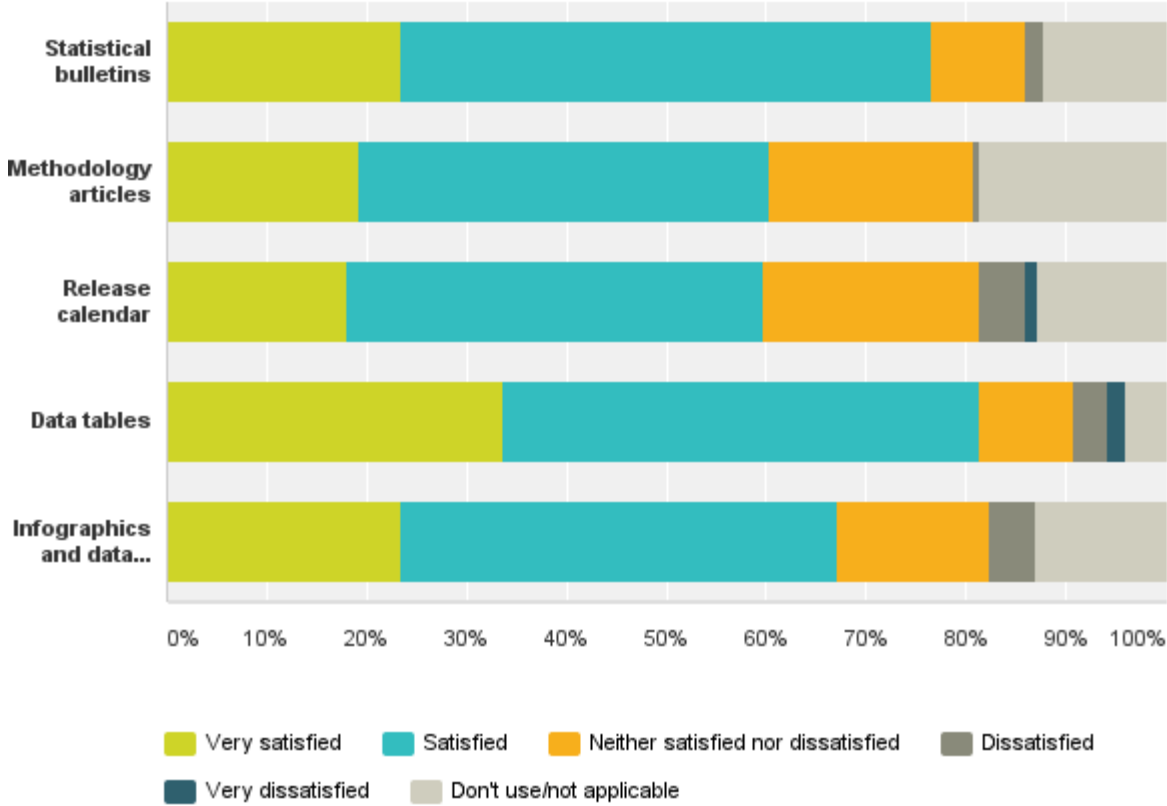
Results presented as weighted averages

Q6: How satisfied or dissatisfied are you with the quality of ONS statistics and analysis?



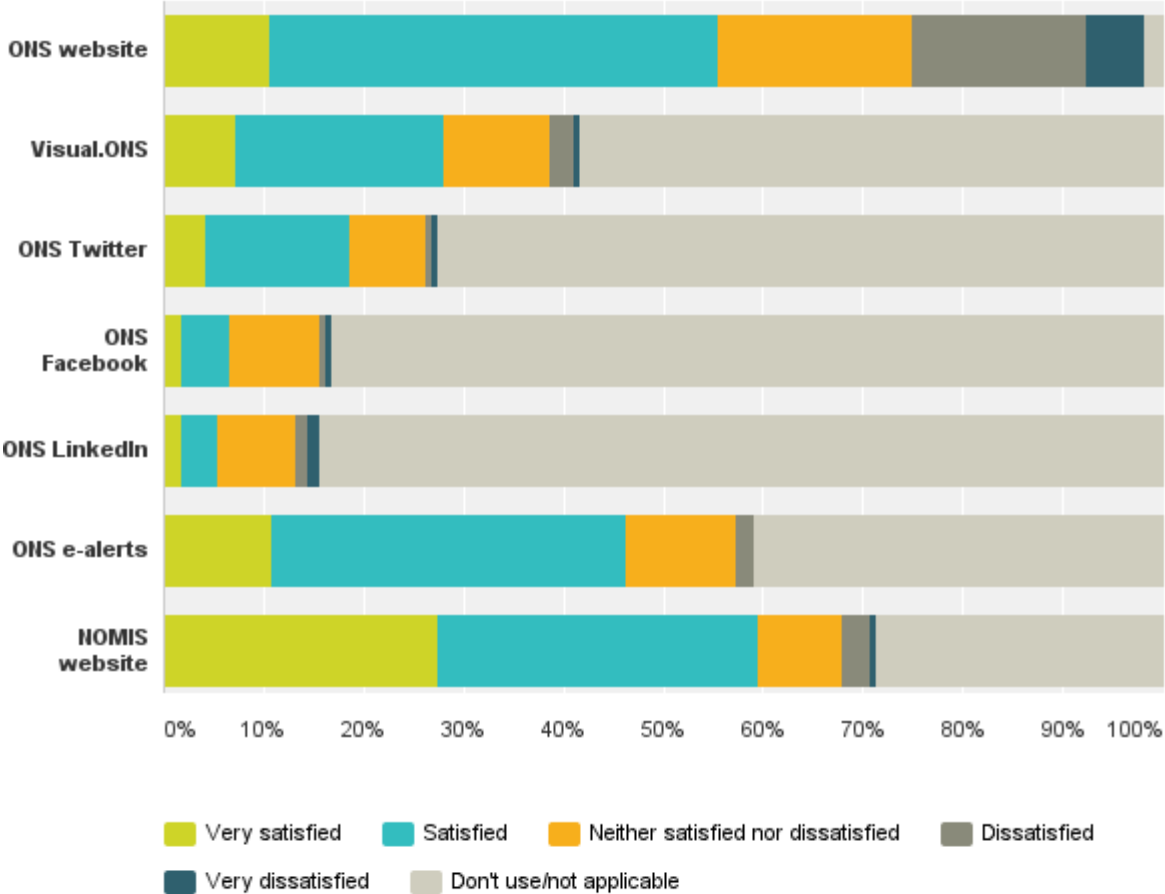
172 responses

Q7: How satisfied or dissatisfied are you with the quality of the following ONS products?



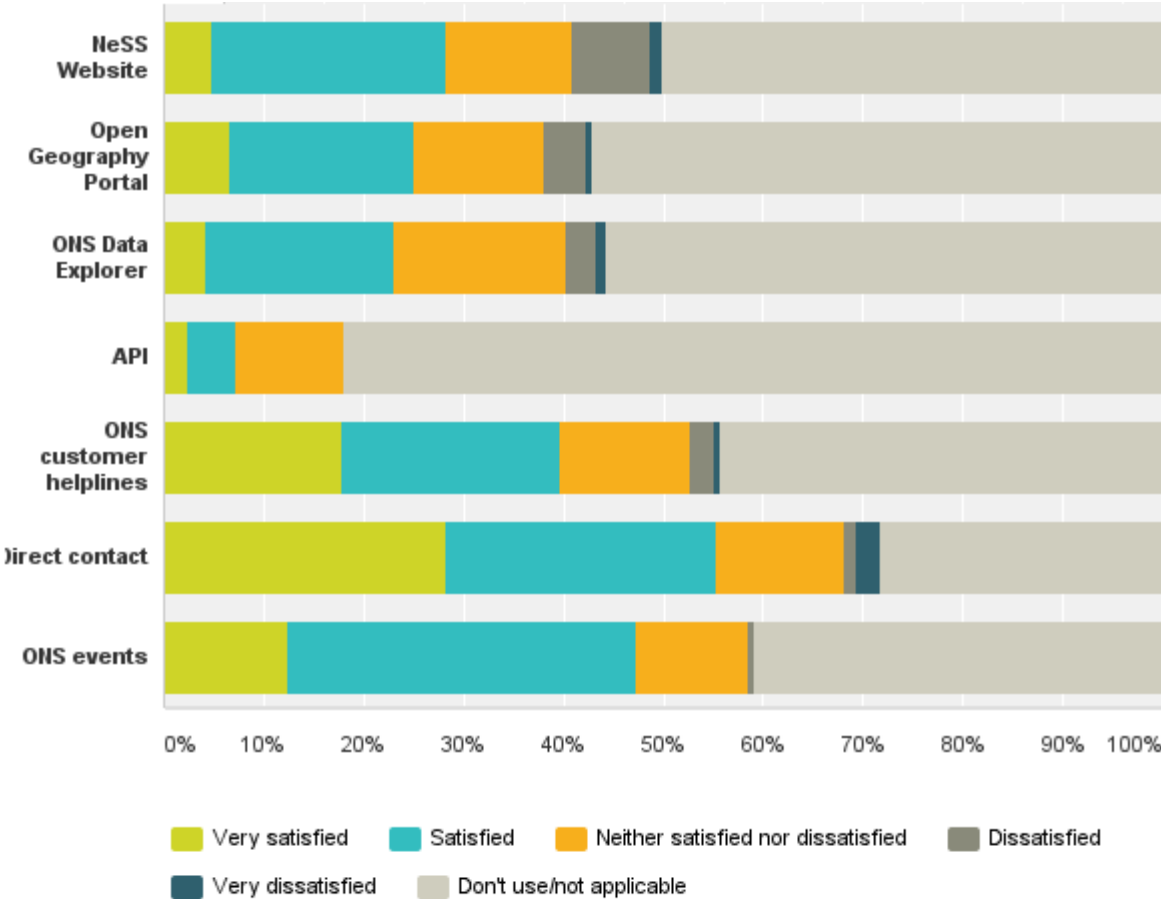
172 responses

Q8: How satisfied or dissatisfied are you with the quality of the following ONS services? (I)

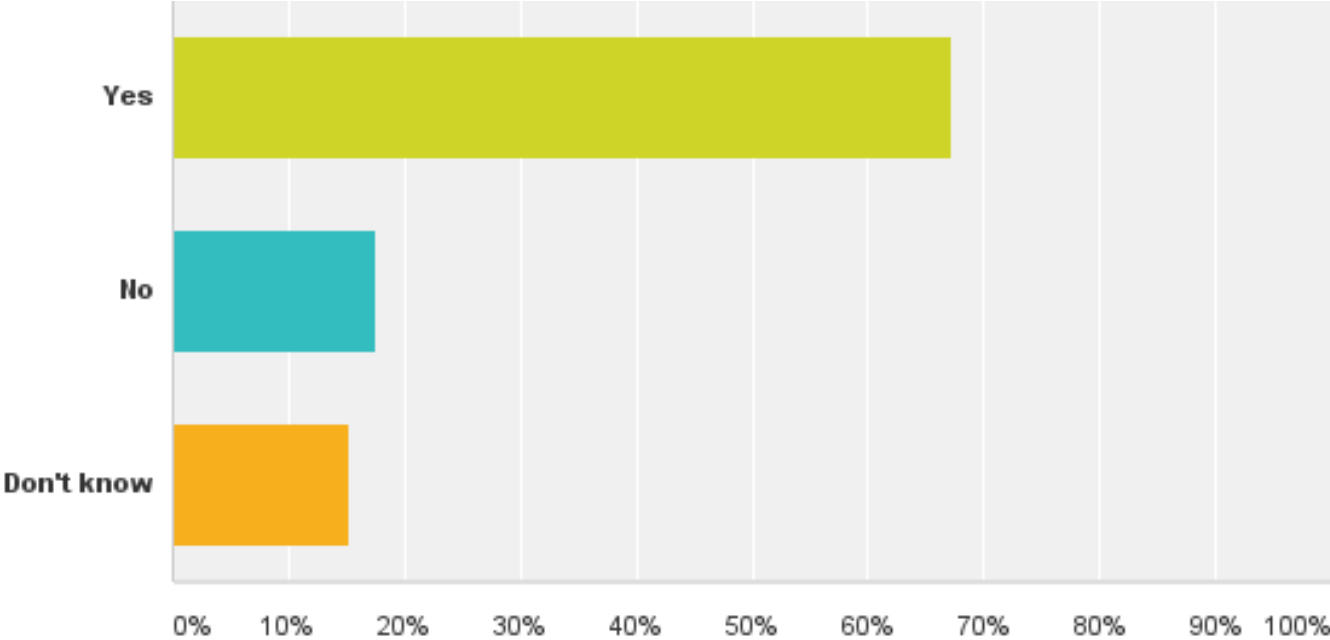


172 responses

Q8: How satisfied or dissatisfied are you with the quality of the following ONS services? (II)



Q9: Have ONS statistics and analysis helped to inform any decisions and/or policies you or your organisation has made over the last year?

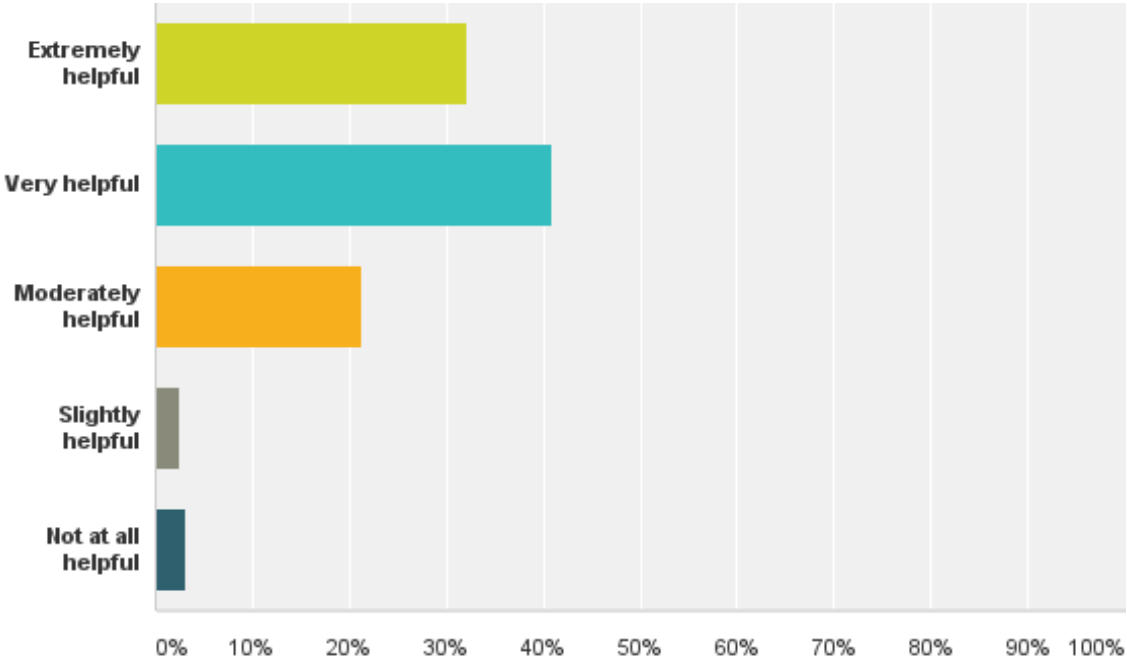


165 responses

Q10 What information, advice or services could we provide to help inform your decision making and/or policies?

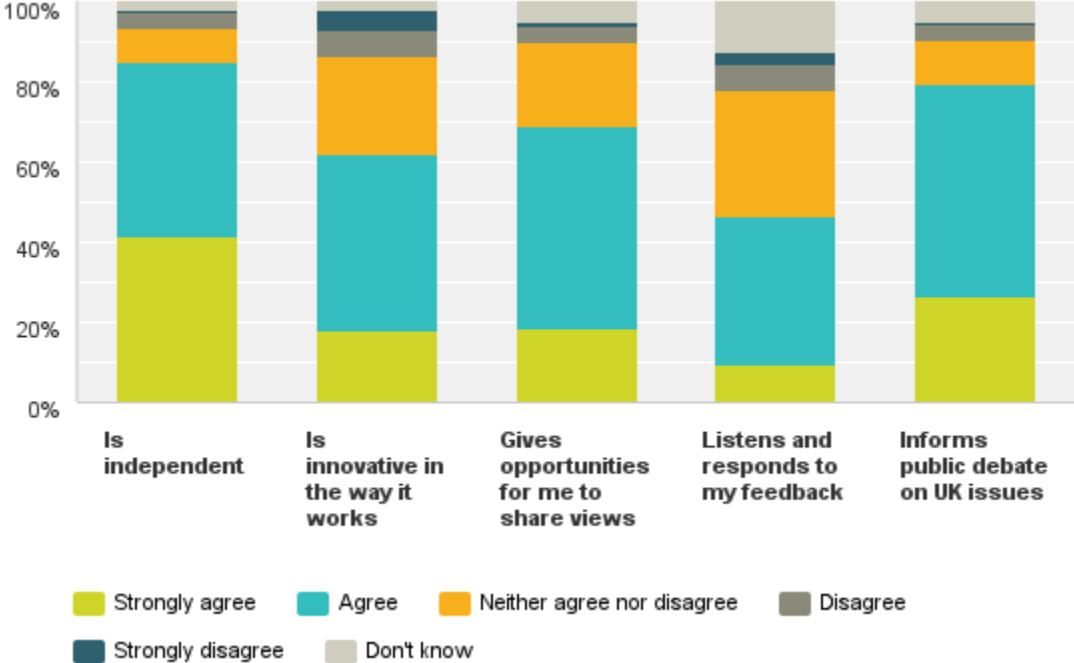
See end of document for list of responses to open questions

Q11: To what extent have ONS statistics, analysis and advice been helpful in providing an evidence base for your decision making and/or policies over the last year?



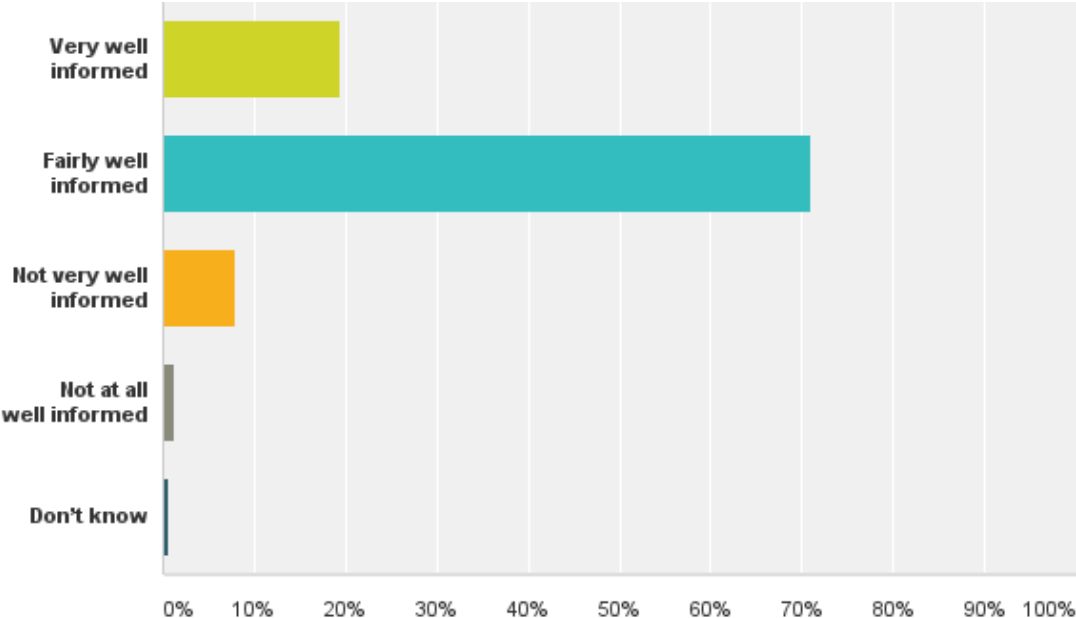
159 responses

Q12: Looking at the following statements about how ONS works, to what extent do you agree or disagree that ONS...



164 responses

Q13: How well informed, if at all, do you feel about the work of ONS?



165 responses

Q14: Please tell us what you think we are doing well

See end of document for list of responses to open questions

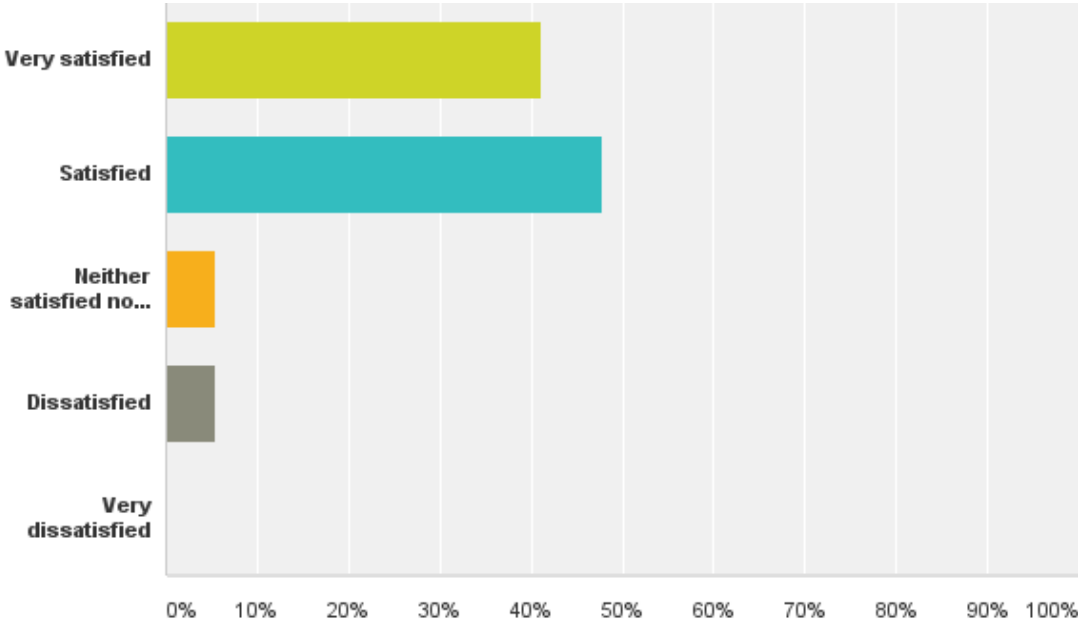
Q15: Please tell us what you think we could do better

See end of document for list of responses to open questions

Q16: Please tell us if there is anything we don't currently do which you would like us to

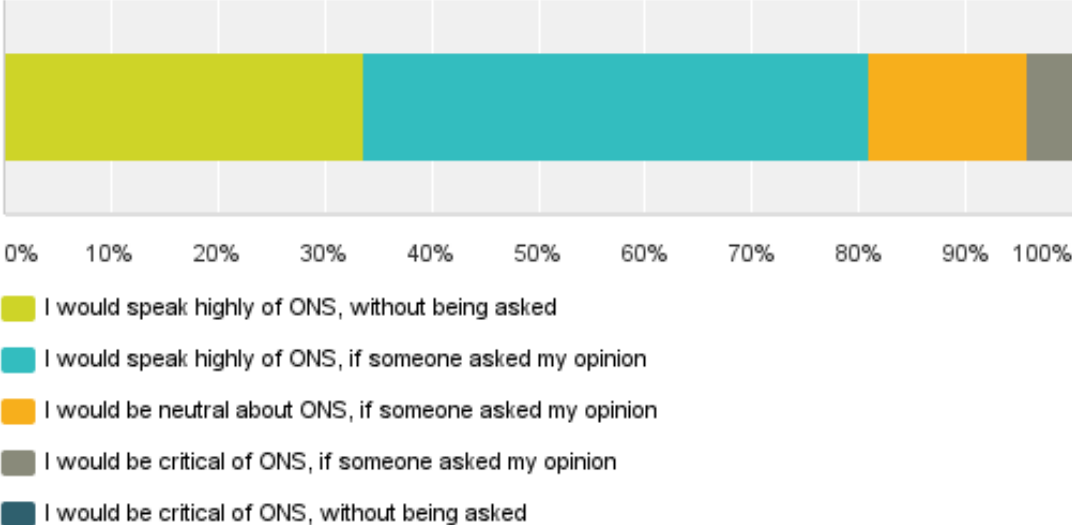
See end of document for list of responses to open questions

Q17: 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?



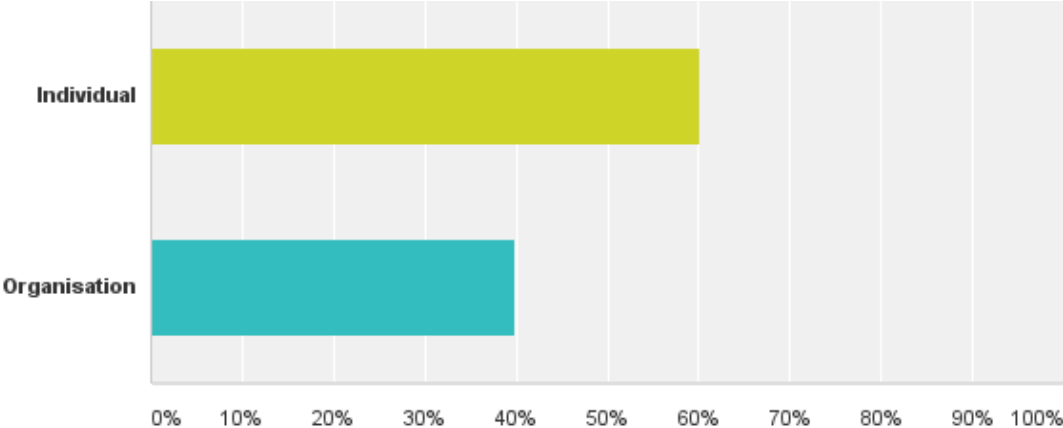
163 responses

Q18: Which of the following statements best reflects your overall view of ONS?



163 responses

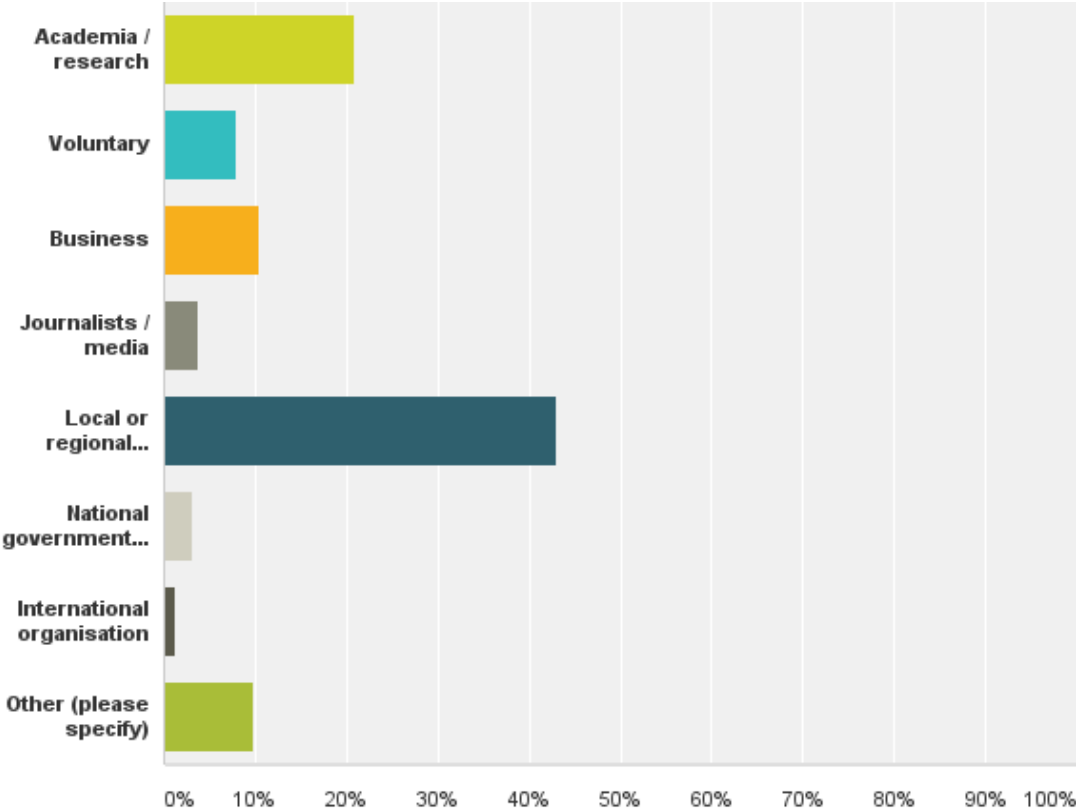
Q19: Are you answering this questionnaire on behalf of an organisation or as an individual?



163 responses

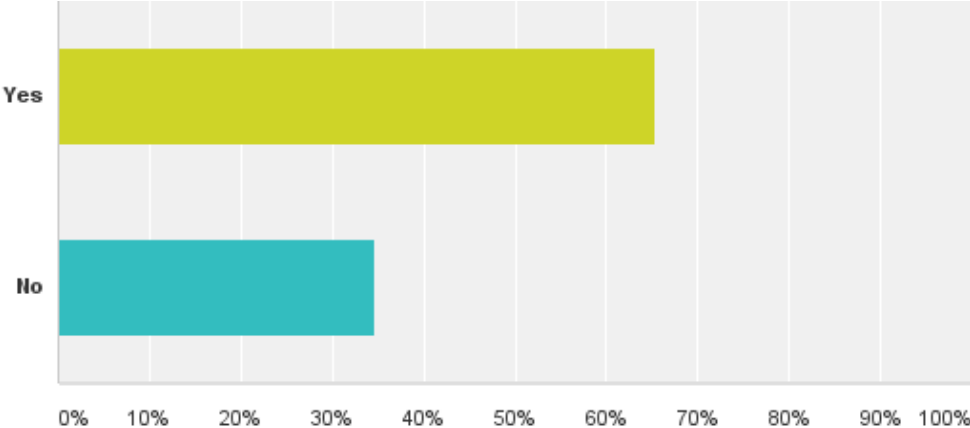
Q20: Please tell us a bit about you (*results not published*)

Q21: What sector do you work in?



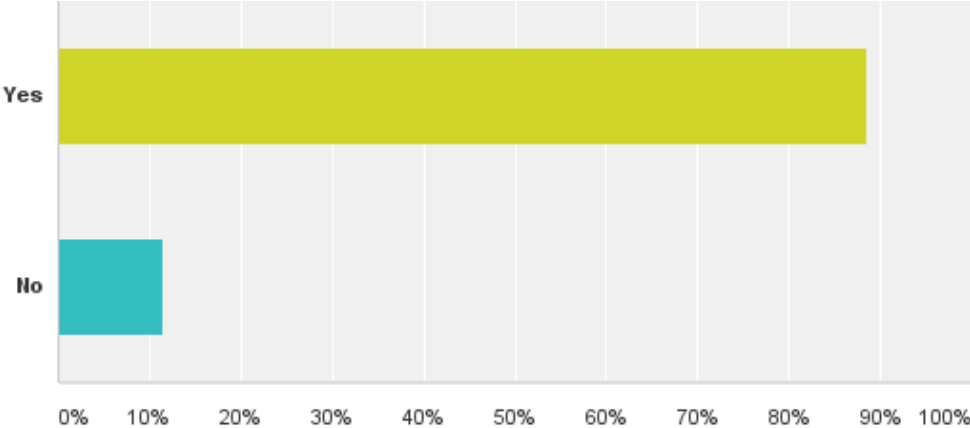
163 responses

Q22: May we contact you to discuss your response to this survey?



159 responses

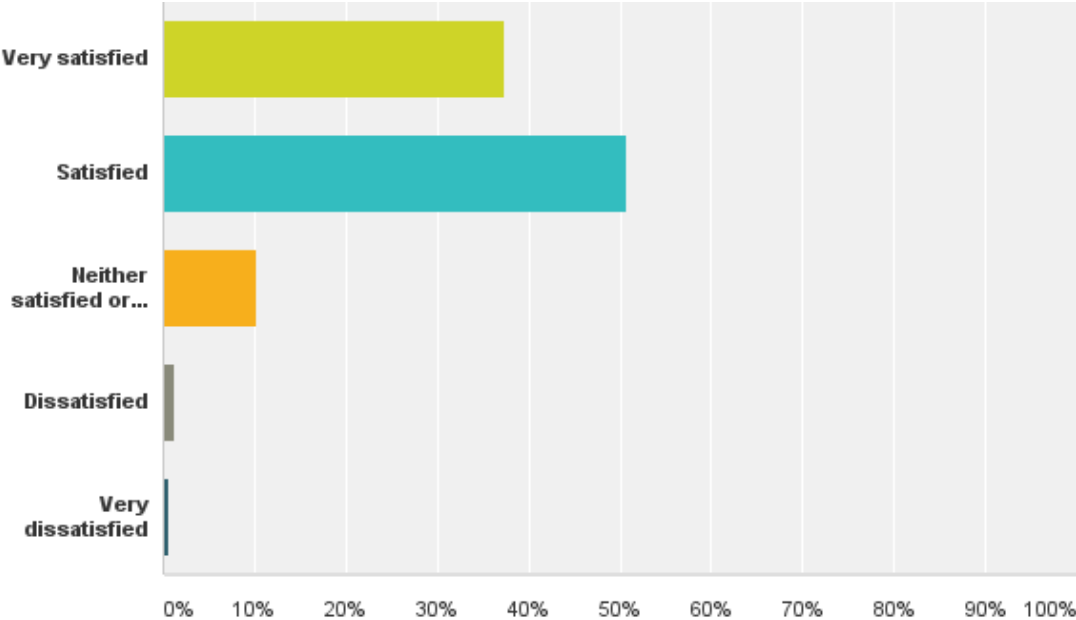
Q23: Are you happy for us to contact you about future ONS consultations and surveys?



157 responses

Q24: *Demographic questions (results not published)*

Q25: Overall, how satisfied were you with our online survey service today?



See end of document for list of other comments

158 responses

Q10 What information, advice or services could we provide to help inform your decision making and/or policies?

- 1) LOSS OF OPPORTUNITY STATS INCLUDING FINANCIAL CRIME AND TAX EVASION
- 2) TAKING ON BIS STATS INCLUDING INSOLVENCY SERVICE AND LAND REGISTRY and CO HOUSE REG
- 3) STATS ADDRESSING THE FACT THAT THE OBLIGATIONS OF THE STATE CANNOT BE OUTSOURCED- IMPACT ON COST AND CONSEQUENCES ON DELIVERY FAILURE
STATS DEALING WITH THE FACT THAT LOCAL AUTHORITIES DO NOT HAVE DELIVERY CAPABILITY FOR OBLIGATIONS TRANSFERRED FROM CENTRAL GOV. AND SUFFER FROM OVER STAFFING, USE OF CONTRACT LABOUR (NOT PUBLIC SERVANTS), INFLATED PAY SCALES (FACTOR OF 4), AND MADE UP JOBS THAT OPERATE TO OBSTRUCT - COST OF PARALYSIS
- 4) COST TO THE ECONOMY OF THE FAILED ATTEMPT AT ""SELF REGULATION"" AND CLOSURE OF DTI, OFT, OGC, ASSET RECOVERY AGENCY, AND ABANDONMENT OF OGC Efficiency Programme, Spending review 2004
- 5) COST TO THE ECONOMY OF LABOUR GLUT IN LEGAL INDUSTRY, LACK OF EXPERIENCE AND EXPERTISE, DAMAGE DONE BY NON PRACTISING BARRISTERS, AND the 2007 LEGAL ACT BRINGING IN ALTERNATIVE BUSINESS STRUCTURES EXPLOITED PERVERSELY SINCE TO BLOCK LAW ENFORCEMENT

Census data is very important in this respect

More projections/forecasts at a local level

Out main need is for localised statistics to local authority/county level

More regional statistics, better time series of statistics, more local statistics, better access to statistics (eg don't round BRES data - provide the raw data for users to round/make not disclosive (the proposal in this area is a retrograde step)).

refer to world bank annual reports.

Allow me to select which statistical releases to add to my calendar rather than having to add all of them. This is wildly inefficient.

more up to date numbers

Easier access to all datasets either through large CSV/XLS downloads or API

I am pretty satisfied that the data that ONS produces provides a firm base for the analysis that people like me do to inform policy making.

Provide scope for sample boosts to facilitate greater regional and sub-regional analysis. This would be particularly welcome for both ASHE and BRES.

Tables that were previously published and easily accessible seem to be disappearing into the depths, appendices or special tables that can only be accessed with some difficulty.

More often providing breakdowns where it would be possible to look at the voluntary sector separately. We welcome the development work being done by ONS on the NPISH and your plans to separate out the non-profit part.

Don't reduce the frequency of data releases or increase the time-lags as up to date information/evidence is essential to inform decisions.

Would be helpful to have data down to lower geographies

Some of the regression work carried out on hourly earnings data to take account of the differences between public sector and private sector workers could, at times, be more tailored to meeting the needs of Review Bodies. ONS has been very helpful this year in producing tailored ad hoc analyses to help in this regard for high income percentiles. It would be even more helpful if account could be taken of the value of pensions in these analyses.

Unfortunately most of what we would like is no longer available due to cuts so don't want to cover old ground

A better-staffed Press Office with more specialists.

More frequent updates on proposals to modify or discontinue publications would be useful. Perhaps an email alert would keep users informed. We have responded to various consultations on ONS publications but it's not easy to find reports on the outcome of these consultations. However the revamped website is generally easier to navigate than the previous one.

Publish NS-Sec x all-cause mortality

It would be beneficial to have regional statistics in a more timely manner on GVA. A more regular GVA for Wales figure would be particularly useful

Information in the form of statistical releases and data tables, that are timely, easy to understand and easy to find. Perhaps consolidate everything to 2 websites ONS and NOMIS (is NESS really necessary anymore) Also why do we have some data on data.gov.uk. One data ware house would be great, structured by topic.

Be more timely. Labor market data are very late and even then you have to use 3m average to get accurate picture.

Perhaps easier to use information to sort through the wealth of data that exists e.g. about a given policy topic and at what spatial level and frequency. In short, to help make better use of what already exists. Having data at a spatially disaggregated level is very important. As a minimum to district/borough level and preferably to neighbourhood levels.

I try and ring the ONS department to request help with the relevant statistics and I am never listened to on the call, I am pushed to email and they will look at it , which can be frustrating with timing at work.

A commitment to including the Cornish tickbox for ethnicity, National Identity and language and anywhere else in the Census that identity data is collected.

Continue to ensure data is available for small areas - Local Authority and below.

Short of defining data in terms of policy streams - tagging them perhaps? Best practice in certain content use? Methodology like the stats service of aus.gov provide (their data cleansing and collection guides are excellent)

More analysis by you, including of your data alongside other relevant data, would be helpful in providing a firmer starting point for further analysis by us,

Household income data

More lower level geography (LSOA) data for population stats, census 2011 and annual estimates

Making it easier to link data sets

The addition of Arab as a distinct ethnic group in the UK has been the main help given by the ONS and we are delighted to work with them. The problems faced are rather in the responses by the population at large who complete the forms without consistency. However, at the same time, it is the first opportunity we have had to gain any specific information so this is a very good start for us.

Easily accessible statistics at a local level either Council area, Town and City

Further disaggregation of statistics by protected characteristics. This assists our research, policy making, and influencing work as an equality charity.

The key is provision of data and an explanation of what the data is.

Easier access to microdata

The existing ONS service seems to be adequate.

Better information to help interpret data.

Further breakdown of the VOICES survey to lower geographical levels - but realise the issues with those & know there is currently consultation about its future.

More detailed information at a local authority level

The change to the vehicle related crime statistics in 2013 was really annoying because we were unable to make our usual comparisons. The sub-categories just did not make sense nor were they accompanied by an explanation. The issue was raised with the ONS, explaining what we use the statistics for and it was agreed the changes were confusing and would be amended. However, we could do with even more accuracy - crime incidents are recorded by post code and car parks do not have post codes because they don't receive mail. If crime in car parks could be recorded by longitude and latitude (not difficult to obtain now we have Google Maps) it would pin-point incidents more accurately and comparison between street crime and car park crime more informative. [REDACTED] It would be useful to know how the ONS collects crime data and whether the source of vehicle related

crime and where it happens could be made available to the British Parking Association or ACPO so that the issues can be addressed.

More data on occupational pensions and the most up to date it can be

The information videos on data concepts are very good - more please.

Getting the data for civil partnerships and same-sex marriages out on time.

Please maintain current level of service.

More regular low level statistics, in particular updates to OA populations

More data on crime substance misuse

Provide a consistent measure of disability over time.

Consult on changes to disability measure.

Current disability measure is inconsistent with 1998-2012 and does not meet needs of DWP in terms of measuring trend in employment gap or legal definition of disability to measure population covered by Eq Act. Not sure what it does measure.

I would be interested in working with someone from the ONS consumer prices area to compare alternative methodologies for specific UK consumer price series. For example, the existing methodology used to calculate the holiday price indices is dysfunctional and I would be interested in seeing what these indices would look like using a Rothwell formula, or perhaps also a Balk formula, to calculate them.

We note the old website appears to now be archived, which is causing a lot of grief this end!
Much better asset under management data on the UK pensions industry and the contribution of the UK asset management industry to the UK economy split by region of export.

Better use matrices, making more of an effort to make up for the sad loss of the Purchases Inquiry.

Make data sets easier to find and ensure there are working links to them from topic pages

Release data as soon as possible to have most recent updates , surveys

More small area information (below district level)

It's all there, but sometimes difficult to find on the ONS website

Q13 How well informed, if at all, do you feel about the work of ONS?

Brilliantly on this survey. Full marks to [REDACTED] for

1) giving his name, address and phone number

2) sending out reminder

Ditto on the last call for evidence CONSULTATION ON PRODUCTS, when you committed to publishing ALL contributions, so they could be shared, even though big response and small team

Ace at generating team spirit with the public and each other

Have found the information on the post-2011 situation and the consideration of administrative data quite helpful; and would appreciate continuing information on this latter aspect as research continues.

Get email alerts and I also log into the site.

Emails, website, presentations, direct through staff.

through e-mail

I have signed up for regular email alerts and they serve my purpose well.

Provides good personal contacts as well as responds to formal comments.

Not sure that it does unless I have initiated.

Email bulletins with updates about the work of ONS, ongoing consultations, changes to website etc.

I welcome the email alerts that tell me when new material is published.

It's pretty hit and miss - I've had both extremes of a quick and helpful response and being completely ignored.

When I send an email query the responses are timely and helpful

Generally responses to my queries have been dealt with promptly and efficiently.

Responds to queries via email

I receive regular e-mails giving details of newly-published statistics.

Please be aware that some local authorities have facebook, twitter and other media sites blocked, therefore, cannot view information via these sources.

email and knowledge hub

If I'm honest, I suspect the gaps in my knowledge have as much to do with my own shortcomings exploring the products that exist (partly because of lack of time to do so), as they have with ONS communications.

I am very well informed about the work of areas most relevant to me
emails of recent publications, and user surveys.

As a member of the [REDACTED] I'm privy to information that others don't receive. As a researcher I find staff very willing to help.

My comments below reflect my particular interests and not the ONS range more broadly.

Looking for much more of a dialogue, rather than just receiving broadcasts from you.

Via Email alerts; Population CLiP; CAG/CLiP; Labour Market CLiP; email notification of consultations; roadshows; conferences.

I receive regular email updates, particularly about population statistics and Open Geography.

We monitor the Twitter feed. I get regular updates on releases via the Knowledge Hub.

Our work with the ONS has been extremely satisfying. We have great faith in the officers of the ONS and in the opportunities they have presented to the various diversity groups to share in the Census.

Mainly via e-mail bulletins

I receive regular e-alerts on my chosen topics and a weekly story and infographic summary.

Email briefings are useful. With regards methodological and outputs there has been a range of consultation events and online consultations relating to the population sub national projections and Census of Population. This has been effective in two ways. Firstly ONS has taken on board comments, and secondly data users get a clear understanding of the data and challenges that the ONS face in collating national data.

I receive regular bulletins on ONS products and information about events run by ONS, some of which I try to attend. This level of communication seems to be adequate.

Regular e-mails on population and migration statistics and roadshows on various topics are very helpful and informative

E-mail alerts are useful in letting me know what is available. We are not allowed to use social media even if we are looking at things published by yourselves so e-mails are useful

Communicating via twitter and facebook is not relevant/appropriate/possible for everyone in our organisation (it would have to be accessed by individuals' personal accounts, which is not acceptable work practice in work time). So I'd like ONS to maintain its email and web channels for communications.

It is always within a reasonable time frame.

I use their website to find data and use those resources to pick up any communication

I only receive direct emails regarding consultations and surveys such as this.

e-mail

It has not and does not communicate with me over disability statistics.

I have always had good co-operation from the ONS, especially from the consumer prices sector with which I have had the most contact. My only disappointment was in dealing with the National Accounts on their real income estimates. Here the existing background papers (my inquiry regarded [REDACTED] didn't provide sufficient information) and when I contacted [REDACTED], he wasn't helpful at all. I still don't know exactly how those UK real income estimates are calculated. It should be transparent from published documents, or not from anything I have been shown, and I have certainly made repeated requests. [REDACTED] was the best person in the ONS that I had contact with for providing useful information, and I am so sad he is no longer running the [REDACTED].

As a regular user of ONS statistics I do receive regular emails soliciting my opinion and feedback. The number/level of communication is appropriate and I am pleased that I am not bombarded with communication.

email alerts.

We have good relationships with statisticians individually. However, no progress seems to be made in improving data as a result of engagement. I don't know if this is because of internal processes or lack of resources at the ONS but it is very frustrating to have such poor data on something that is a key element of government policy - namely pension changes

Email

I feel that non-Government users of economic statistics are out of the loop. This is to the detriment of the users, the statistics and the Office. For example, I represent economic statistics on [REDACTED]. And when (in public session, because there was no other opportunity) I asked about the debacle on Owner Occupation costs, I got no answers whatsoever, just assurances it will be fixed in the Blue Book. We shall see.

Polite, knowledgeable and quick response.

I am a research student in Hong Kong. And I have encountered occasions when I cannot find some historical data on the ONS website. Then I relied mainly on emails to make inquiries to ONS.

I met so many people at VML in Tichfield who very so helpful and I was pleased to be supervised by them and work with them . I have learnt a lot and it still helps me to do research . My best experience working at ONS Tichfield VML with [REDACTED], and other people and [REDACTED]. I am so thankful to all of them for their support and professional approach

The number of concurrent consultations becomes confusing

Good communications. But my work means that I use ONS resources on a daily basis. It may be more daunting for a user who may only occasionally require ONS resources.

E-mail alerts are helpful.website, e-mail [REDACTED]

Q14 Please tell us what you think we are doing well

Preserving your integrity and not being bullied by policy.

Communicating technicalities in English.

Making people feel they want to engage.

Being polite to gov customers

Being led by technical authorities and committed statisticians

Surviving being carved up around the country

Data bring on equalities, fairness are important for our work and 2011 data was very helpful to our work

Providing data at LEP and LA level is extremely helpful for [REDACTED] work. The NOMIS data finder in particular is hugely appreciated by [REDACTED], thanks to its breadth of coverage and user-friendly interface.

Improving website and search (finding things is working well) - also the Release Calendar is v helpful. Maintaining surveys and data sources in resource pushed times - and consulting before cancelling surveys etc

Innovative and I have noticed that you sometime publish statistics that comment (statistically) on themes of public concern. This is good and demonstrates ONS is 'aware' and trying to be helpful.

Continuing support of the NOMIS website

Good quality in many areas, trying to do the right thing in many areas.

Having rich data is considered your positive sign

periodic information to frame the future.

Producing high quality and relevant statistics.

Statistical releases

Despite diminished resources maintaining the core datasets users need.

Visualisations and innovative and interesting

Statistical bulletins are clear and informative

Communicating with our group

Good basic data

Nomis site is extremely well laid out and easy to use. Likewise, data tables are very well laid out and clear.

We find ONS to be responsive when we contact you about particular issues where we want to work together or collaborate.

Provision of detailed data

Data is generally well recognised

Providing authoritative, generally timely statistics.

Historical series accompanying the LM analysis. Specific topic analyses

I love the fact that the new website clearly marks datasets as the most up-to-date in a series

Twitter feed and infographics are great

The statistical releases are clear and informative.

Providing data for research

Timely provision on data over a large range of topics.

Providing information on emerging trends such as use of e-cigarettes

Improved website making it easier to look for data. Statistician contact details available for datasets so that I can seek guidance when required. This help is invaluable and much appreciated.

I think the new version of the website is a marked improvement on the old one.

Statistics are very good, timeliness is often lacking, as is regional breakdown - however, we acknowledge gaps in the datasets and the difficulties in capturing regional data.

Most things

Good range of information available

Staying above the political and journalistic fray and spin. Never have we needed independent evidence more. Producing reliable and robust data (or being upfront about any data weaknesses).

I think the new web site is an improvement, but having found my way around the old one, there are still things I can't find on the new one. As a user of the VML, I find the staff very friendly and helpful

Making a wider range of statistics more publicly available. Continuing to make technical improvements.

Delivering huge range of outputs on time.

Continuing to refine methodology to improve quality of data; consulting users.

Core health datasets are produced in a timely manner.

Statistics are now more accessible to the general user, whilst retaining the detailed methodology for statistical experts

Offers inclusivity to a variety of groups representing ethnic and religious groups; offers opportunities for an exchange of information and views; is very good at keeping its members informed about various aspects of information gathering; opportunity to access statistics via NOMIS.

E-mail bulletins are very useful

I think all the information is clearly presented - I can usually tell from the title if it will be relevant and suitable for our subscribers. It is always delivered promptly so I never have to remember to go onto the website to check for update.

As above - the consultation programme has been effective and should continue.

Helpful to researchers

Analysis and data collection/dissemination

ONS provides a good national statistical service.

At the moment still providing a good service in the face of spending cuts, but the continual reviews and cuts in output mean that there is a major risk of the quality of socio-economic data deteriorating.

The visualisations are really good, and the overhaul of the website, with the release of the data as a json, is really forward thinking

Producing reliable and up to date statistics about the UK

Nomis works really well. Demography data is something we use extensively and are generally very happy with the releases produced by ONS.

The new format on the website seems much better than the previous format. The clearly presented data tables are very useful especially when links are included to methodological papers.

All ONS services used by this authority are of an excellent quality and NOMIS deserves a special mention.

Producing data tables in excel that I can use myself for analysis

Good to see raw data in simple downloadable formats.

Regular contact with updated statistics, population statistics

The email bulletins are very good. Consultations and involvement in the development of the future census is a strong point.

Whenever I ring a statistician to ask where a dataset is, or to put together a custom table they are very helpful. Just this week I have been helped by [REDACTED] and she went above and beyond to help me.

Good population stats

ONS is MUCH more transparent than Statistics Canada, my own national statistical institute. Under [REDACTED] the ONS started putting all historical reports of advisory committees on line, including those of the [REDACTED]. You can't really find any useful information about StatCan's [REDACTED] Committee online, not even the names of the people appointed to it. It's completely opaque.

As mentioned above, I am solicited regularly for feedback - and have even seen my feedback in response documents. I therefore feel that my views are heard and potentially acted upon. All contact I have had with ONS statisticians/departments has been dealt with favourably and efficiently

gathering data and presenting it in easily readable form

You provide a good range of statistics.

The information you provide is detailed and I trust it to be 100% accurate

It looks like the website has just picked up significantly. Well done!

I am very impressed by the quality of the responses. The responses are customer-oriented, comprehensive and friendly. I felt very encouraged from ONS's response, and recommended ONS as a place to find UK data sources to my colleagues.

quality of individual data sets is fine

Communicating with users like me

Good coverage on issues relating to national and regional indicators.

Connecting to people , helping data mining and high professional advice

No comments

Producing reliable statistics under resource constraints

The VML is a very useful service

Infographics are very useful and well presented

Q15 - Please tell us what you think we could do better

Improving your own understanding of how indispensable you are insisting that where departments are commissioning stats for policy, they must pay enough that you capture and publish your own in the same area so that true independence is preserved

seeing where others are publishing (eg private sector tax evasion and systemic corruption/wastage in gov spend) and considering whether such stats are better done by you

conditions on retired senior statisticians activities post leaving ONS - they remain your ambassadors

Is possibly time for some more info on progress in re advance of work on admin data

This survey has highlighted to me I am not using all ONS products - which may mean that these have not been very apparent to me (as website user - tending to rush to find what looking for - not looking around site much).

Localised breakdowns are handy. If you publish something at a high level, obviously, this leads people to wonder 'what it is like round here'.

The ONS website and NESS website are very difficult to navigate, mostly due to the size and breadth of the websites. I usually have to use google to find datasets on the ONS website and recently have had to use search engines to find reports on the ONS website that have been mentioned in the press as there have been no links on the front page.

Reintroduce the Local Authority checking exercise for the BRES survey as every year it throws up problems which could have been solved by the exercise.

Increase the use of NOMIS rather than trying to develop new tools such as stat xplore and NeSS

Better (longer) time series in many areas (ie regional GVA only goes back to 1997 - some statistics have an even shorter time series (eg local authority employment levels)). Make data more accessible (eg plans to make BRES rounded is a real step backwards in providing particularly local authorities/LEPs/those working at the local level with the data they need). More regional

statistics (or local level statistics) eg trade data, prices etc. More timely data (eg most recent regional GVA is 2014 - we're now past the Q1 2016).

having comparison with different periods (quarters, year, months) in detail will be better.
world bank annual reports, and II.M.F.

Our organisation uses 25 sets of data from the ONS and updates each of them the moment they are updated. We use the csv downloader to get our updates

The simplicity is welcome. The 4 digit unique code is very useful for us.

The problem we have is with the naming of the timeseries. There are many inconsistencies in the defining of the timeseries features, e.g. what type of % change it is. See below permutations I found going through several of your files:

% change on Y

% change on A

% change on Q

% change per annum

% change quarter on previous quarter

growth yr on yr single month

yr on yr single month

growth yoy single month

change month a year ago

This is one example of many when there are many ways that 1 feature is defined. I'm happy to discuss this further if you want to make changes in this area. [REDACTED] Our team collects over 5 million timeseries from various sources. I'm happy to provide more feedback on how this can be made more consistent.

Making it easier to use ONS statistics through greater consistency and improved descriptions of data, as well as programmatic access via APIs.

There is no need for the ONS to analyse the data. That is our job.

Let me add events to my calendar selectively rather than having to add all of them and then go through my calendar and delete the ones that I do not wish to be there

New website is better, but as aimed at "average" users large-scale access to datasets and particularly to ALL data is still too difficult. Previously all datasets were available from a single URL; that is now much more complex and others, such as construction statistics, come in their own format instead of within datasets. Accessing all ONS data for research purposes is still far, far too hard.

Make the website easier to navigate. That may not be possible because the information held is so vast.

The new website is much better than the old one, some things are still quite hard to find
Sometimes I want more technical information in the methodology

ASHE -

Provide guidance on the purpose(s) for which a statistic is best suited.

But it does seem to be getting more difficult to find the latest basic data - e.g. on unemployment, poverty. Searching your website is not as easy as it used to be.

Accessing data tables can be frustrating - lots of clicks to get to the information and the search function doesn't seem to work for me.

Some of the data could benefit from being easier to access for occasional users (e.g. for our members) and to find the relevant information on the website, which can sometimes be a barrier to engaging with the data.

More timely data.

More data at small area level

Improve accuracy of estimates at local level

You might provide email and telephone contact details for individual responsible statisticians, rather than requests going into team mailboxes. Detailed, kept up-to-date organograms highlighting roles with respect to ONS outputs for use across the GSS community would be extremely helpful. I recognise you might not want these available to the general public.

More historical long term series on a consistent basis, especially occupation

More user-friendly disaggregated industrial employment series

More disaggregated analysis on NOMIS

Improve or drop commentary on monthly labour market stats - this is a mess and a muddle

Better search engine - it still is pretty poor, so it is often faster to go through a Goggle search

All tables able to print off in one go as in LM monthly stats bulletin rather than separately (eg zero hours contracts) and with consistent historical analysis on all variables in the analysis

More consistency with Eurostat and previous analyses (eg homeworking and teleworking)

Put figures on charts and graphs (most of those published are of little use)

The fact that the statistics bodies across the UK publish data separately and in ways that are sometimes not comparable is a constant frustration.

It is still difficult to find data on the website, even after the new revamp. Having only just discovered your Data Explorer (through this survey) I will try and see if that gives me more flexibility when searching for data. A comparable resource which I am more familiar with is the Central Statistic Office of Ireland's Statbank service which, I feel, gives me great flexibility (see <http://www.cso.ie/px/pxeirestat/statire/SelectTable/Omrade0.asp?Planguage=0>)

Finding information on the website in the past was not always intuitive. However, navigation on the new website is much improved and it's particularly helpful to be told whether the publication being viewed is the most recent version or not.

There is not enough explanation and easy-to-understand analysis for journalists. There are no easy-to-obtain comparison tables produced as any report is launched to give context to new figures. The website is flooded with information, but much of it is NOT explained. Also, it is not good enough just to tell reporters to 'look it up on the website' when the website is so confusing and the tables difficult to understand.

Would like more information at the LSOA level as this helps with service delivery at more local level.

With reducing resources it is vital we target our resources at those most in need.

A better search function to help find the correct datasets. I would like to filter out datasets that do not cover Local authority level data.

website is a little better than old one, but still hard to find what you need

I have found the regional labour market reference tables more difficult to find on the new website. Alert emails also seem to appear some while after the 9.30am release time for some key statistics.

Some datasets would be more useful if delivered earlier, understanding that accuracy may fall.

More frequently updated population statistics e.g. births by mothers age.

More timely release of some data sets

very difficult website to navigate - tend to use google to try and find the information I need rather than the ONS search function

Fix the construction series. Revisions are too large. Q4 GDP q/q seemed to be close to one tenth revision and now it is far away.

The ONS [REDACTED] had agreed in September 2015 to evaluate the method behind a modelling exercise we had carried out in-house. The ONS had promised us to carry out [REDACTED] evaluation in a month and charged us [REDACTED]. After several reminders, in February 2016 we were informed that the ONS was 'still attempting to resource this work', but that it was unlikely they would 'manage anything until next financial year'. Appalling.

Release more data analysed on a rural-urban split, using the definition in the Defra-ONS classifications. Some data sets (including the Census) measure what they've always measured well, but could be seen as not keeping up-to-date e.g. not counting households with online access.

I still sometimes struggle to find my way around datasets on the ONS website or to find the cross-tab I want. Doubtless this is partly because the data sets are so large and complex.

Despite last year's upgrading, the VML facilities still have inadequate capacity. It would be good to see them expanded further to enable fuller use to be made of ONS' data, but with the 20 per cent cut in funding, I can well understand why this is probably unlikely.

The website, though improvement there is in hand at the moment.

Your new website is as poor as the previous one. It is still very difficult to search and find data. How many more times can we say it - base it on the NOMIS approach, which is so easy to use.

More analysis and drawing more attention to outputs beyond the traditional headline-grabbers. Help shape public discussion of national well-being and progress.

Nomis would be better if the benefits data were for the new ward boundaries (these changed in 2004) it's not great when it is now over ten years since the change occurred.

Taking onboard local knowledge to improve data at the local level rather than having a one-size-fits-all formula.

The current service meets my needs

Can't actually think of anything.

More specific area data for comparison purposes i.e. Council area, town and city

Don't know.

Sometimes tracking the data on the ONS internet site is a challenge.

Provide more information on information available

Your annual reports on deaths are potentially misleading and reference to my own work on deaths is curiously absent. See [REDACTED] I am not expecting ONS to agree with my conclusions, just to refute or offer credible alternative explanations.

Make your website easier to navigate to find other statistics

Website is not easy to find products. I find google is better than using the ONS website search facility.

Nothing in particular.

The redesigned website is still difficult to navigate - the split between reports and underpinning datasets is unhelpful
If you click view related data, you then have to click a table link, then you have view download options and Current which you then have to click to reveal an xls file. Very easy to miss e.g.
<http://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/conditionsanddiseases/datasets/table01to091yearcancersurvivalbyclinicalcommissioninggroupsinenglandwithprecisionestimates>

The new website is an improvement in terms of making it easier to search for data, but the needs of casual and journalistic users seem to have been placed ahead of specialists who want access to older web pages and web pages created some time ago. It's still sometimes hard to find stuff on the site. The A-Z grid uses the title of the release, eg UK Labour Market statistics, so if you don't know what it's called you might not find it

A non technical summary would be useful.

Unfortunately the new web-site is not good at all! The last one was superb! Now one cannot find the data easily and when one is in a statistical bulletin for instance the links do not seem to work (it takes one to the archive, or is not found at all!) Very frustrating when data is urgently required!

Your website!

The search function on the main website is very difficult to use and often does not find what I am after. An improved search function would be good rather than having to use Google to locate a page on the website.
Communications haven't always been very well explained, perhaps due to a lack of context when asking for particular information.
More data!

Ease of navigating your main website

Slipping the timeline for releasing data is unhelpful.

If you do slip the timeline then have a better estimate for when data will be provided and make it obvious on the website."
Variants on the SNPP's.

Less focus on public sector
More frequent updates
Lower level geographies

My organisation applied for an ONS approved researcher accreditation at [REDACTED] and we have not yet heard back. It would help if we could have some feedback on our application.

Again crime and substance misuse

More detailed statistics on drug-poisoning deaths

Births by gestational age at a lower level than nationally. By local authority would be best of all but PHE regions, or Deaneries, or clinical networks would also be very useful. Otherwise it is not possible to have gestational age related denominators for calculation of rates of mortality, congenital anomaly etc.

Still not very easy to find data on the website - can take a lot of searching

Communicate with broad range of users of disability statistics. Does ONS even know who its users are?

The handling of the issues of the formula effect and the addition of an owner-occupied housing component to the CPI has been clumsy and really does suggest political interference that is inappropriate for a national statistical institute. Unlike some other people in the [REDACTED], I supported the move from the Carli formula to the Jevons formula that created the RPIJ series. However, it seems like this reasonable reform is now being used to kill off both the RPI and the RPIJ. The idea of the CPIH as a substitute for the RPIJ as an index for upratings is just a bad joke, but [REDACTED] seems to be right in thinking that the RPIJ is being left to wither so that the CPIH can replace it. The CPIH is a freakish hybrid. If it appeals to the Bank of England and to the Treasury Department it wouldn't be because of its conceptual appeal (it has none) but because it offers a way that the Government can continue to goose the housing market without it affecting the inflation rate and yet the Government can still say that the official

inflation rate reflects homeownership costs. This is maybe a plus for them, but it certainly isn't a plus for people who want to see a sound set of consumer price series, let alone for the public in the UK.

Usually I say the website! I am aware that the website has been revamped, but I haven't yet used the new version.

You could let Nomis run the ONS website. Statistics users love Nomis. There's a reason for that. BUT it is extremely hard to find and only the experienced researchers in my organisation know how to effectively find numbers on ONS.com. Make it more user friendly to navigate!

National Accounts. Follow the manuals and the principles WITH ENTHUSIASM, not as part of dreary Euro-compliance. Use the National Accounts as a diagnostic mechanism to seek out nwhat needs fixing elsewhere in the system.

Take more part in the international statistical community (eg Eurostat, UNSC, OECD)

Communicating timescales and internal processes.

More historic data on the website.

Images of old paper publications (eg Annual Abstracts, Regional Trends, old Blue, Pink and Brown Books) on the website.

Use decent interim estimates until you get the Purchases Inquiry fixed.

NA

site navigation, broken links, not clear where actual data is from some topic pages

More data needed at a local level on indicators such as unemployment, skills etc. With unemployment there is always a lag between the national and regional figures and those at a LEP/district level.

Release data for frequently , plan projects on longer periods 2-3 years

The new web-site is not working properly. It is much harder to find data that has been released recently and the future publication schedule. I am also struggling to go back much in time to find data that was published one or two months ago.

For all its faults, the old site handled the listing of bulletins and data releases well.

Support and advocate data source like the LS to ensure that it doesn't get cut by ignorant decision-makers outside ONS.

Not easy to navigate the website to get the data you are after
improve the website - unless you know what you're looking for its often difficult to find it. An indication on individual pages saying when revised data will be published would also be useful

Better navigation on website and search facility. But that's being picky

Your website was never good but the re-vamp has made it almost impossible to find what you need. Your search toll is virtually useless I'm afraid.

good

Q16 Please tell us if there is anything we don't currently do which you would like us to.

You could make the public work harder

You could be a regular witness to Parliamentary Select Committees and Commissions

You could monitor specific functions eg
measuring efficiency of turnaround of FoI
measuring efficiency of "complaints"
measuring costs of "DIGITAL BY DEFAULT"

I have been struggling a bit with the Census as it is hard to get tables on two or more variable, for example, ethnicity broken into ages, which is of interest in our line of work - policing.

It's probably not on the cards, but if you could take control of [REDACTED] statistics, that would be hugely useful. They tend to be unresponsive to requests or to user demands and their figures are increasingly obstructive to use. Issues include [REDACTED] not being included in the [REDACTED] dataset; the continued use of [REDACTED] and the lack of useful data on people affected by [REDACTED]. There is always the feeling that their figures are used for political reasons and they would benefit from an independent view.

As above.

ONS search is very poor, I can never find my target file in that and instead I use google, so please improve your search option or you can put all data in one page link so that everyone can easily find its need from that.

NIL

Continue efforts to enlarge Neighbourhood Statistics and make more datasets available at lower spatial

Boost sample sizes.

See above

Provide much more and better data on tax expenditures - who receives them by gender, age, area and income

Publish LEP level earnings statistics from ASHE.

Improve sectoral GVA detail at LEP level.

Continue to improve ways to measure sectors e.g. where firms operate across SIC codes.

Provide data at lower geographies

Being more proactive in asking us what specific requirements we might have over the next year or so. Overtly treating [REDACTED] as a valued customer in the area of the UK labour market and earnings.

Drop down menu to allow simple cross-tabs as in Eurostat and some OECD labour datasets

Better equivalent data across the UK

As noted above, I think it would be helpful to have an email alert to inform users of latest developments or proposed changes to ONS services.

See above.

Publish NS-SEC x all-cause mortality.

Can't think of anything

A better search function to help find the correct datasets. I would like to filter out datasets that do not cover Local authority level data.

If a release date changes for a dataset, i would like to receive a notification.

Wouldnt it be wonderful if you could link a release date to your diary so that you receive a notification.

It would be good to see more regional break-downs of economic statistics and somewhere where economic statistics for each of the regions are brought together.

Become the sole distributors of all government data that is publically available

Take better use of publicly and privately held data i.e. credit card transaction data, AIRBNB booking data, PAYEE data, VAT data.

I would like ONS to be more proactive in disseminating its health data to staff in the NHS

see previous answer household figures for small areas such as Parish Meetings actually discuss a statistical question with me on the phone rather than pushing me to email before it can be looked at.

Revamp your website to make data easy to find.

See 15.

No.

See answer to 15

N/A

No comments

Place link in releases leading to previous statistics for comparison

The tables that underpin reports are formatted in very unfriendly format - why not make use of filters or at least format so they are easy to apply?

Better links to Wales, Scotland and NI

Actually, could you run the NI Stats Agency?

A while ago a short film was used to present some of the census data. More short film clips explaining data would make the data more accessible to the non-scientific.
See previous comment.

Once the strange sub-categories have been addressed and the statistics make more sense then things should become much easier for us to report and update the public on the things that matter to them in the context of parking and vehicle crime.

Access to SAS & SPSS data sets on the website (I appreciate those I need are on data archive, but directly from ONS would be easier)
Again crime and substance misuse

I raised serious problems with LFS disability measures at [REDACTED]. I expressed a willingness to be involved in consultation about the problems they pose for users (including DWP and lawyers) and in consultation for future change to measure in 2019. I have received no response.

I think the ONS should publish a CPIH(NA) series, that is what the UK CPI would look like with the quarterly OOH(NA) series added to it. The latter series would be more useful if it were further decomposed. In particular, the stamp duty component should be published and a stamp duty component should be added to the RPIJ (or the RPIJ and the RPI). The renovations index in the OOH(NA) series should be based on actual price surveys of home renovation contractors. The existing new dwelling acquisition weights seem too low, and an effort should be made to replace them with data from some other source than the construction estimates, like the land registry.

Since the current treatment of seasonal goods in the consumer price indices is dysfunctional, the ONS should create pilot series for such goods based on seasonal-basket formulas, relating to fresh produce, seafood, plants and flowers, holidays and other recreational services (e.g. admissions to sporting events).

N/a

Remove old datasets and just keep the new ones. the newest versions tend to include prior years within them anyway. So why clutter up the ONS website with prior releases which just confuses users.

Archive political data like opinion polls

Measure regional prices regularly, and more frequently.

Improved and more detailed investment estimates as a component of the national accounts..

NA

U.K. Secure data service is v helpful , just keep it as it is

Nothing I can think of.

Make datasets more accessible. Become a more vocal advocate of better data across government, including persuading government to make more of existing data and to push for more data linkage. One example is to make more use of the LS by linking this to more admin data sources.

none. Nil

Q25 – Overall, how satisfied were you with our online survey service today?

Loss of opportunity, financial crime and tax evasion are a gaping hole we cannot afford ONS is at serious risk of understating its importance to the national economy - it is independent and indispensable The case for [REDACTED] handing over much of which they try to do but get it wrong, is unassailable. UNLESS there is more flexibility by these departments, work for the Treasury will always be less well informed than it might otherwise be. Ad hoc reports as the economic consequences of the labour glut in the legal services industry causing criminal justice to grind to a halt and the disappearance of engineering as "one -off's" would be very informative Thank you for the opportunity of this feedback.

An ongoing difficulty contributing to a degree of 'invisibility' for the Irish community in Britain arising from approaches to the White category (e.g. failure to disaggregate component parts) by many users of Census data.

Conducting survey is good thing to know your position and satisfaction of users, but it should be done at least twice in a year.

DEAR SIR, EXPAND, AREA WISE, ASIA, AFRICA, EUROPE, LATIN AMERICA, NORTH AMERICA, USA, EAST ASIA, FAR EAST, SOUTH ASIA, WEST ASIA, ALASKA AND AUSTRALIA. APPOINT AGENTS AREA WISE, TOWN WISE, COUNTRY WISE, AND COLLECT DATA REMUNERATE THEM IN LOCAL CURRENCY. OBTAIN FEED BACK. CONSOLIDATE THEM AND FINALLY PUBLISH THEM. THANK YOU, [REDACTED]. THANK YOU, [REDACTED]. I WISH ALL THE BEST. [REDACTED]

I was constantly invited to express a general opinion as if all your services, statistical series, are the same. Some seem very good - others less so and very hard to find in comparison to the past.

Just went on and felt repetitive - but that in part is Survey monkey for you

There needs to be investment in the Press Office if the ONS wants to make sure statistics and analysis are fully understood and accurately presented in newspapers and all other media.

I would value feedback on whether or not you will do as I request.

ONS needs more resources if it is to respond to increasing demands, including those of accuracy.

If my details are published please make it clear I am responding on behalf of my team not [REDACTED] Council as a whole

It would be useful to make it clear when there are links to other datasets published elsewhere e.g. cancer survival as published by ONS vs HSCIC CCG outcome indicators

I'm never sure about the boundaries between ONS and the Statistics Authority.

Thank you for consulting us.

None

One small comment - the various departments within ONS all seem to be releasing consultations at the moment - I think this is the fourth or fifth that I've been aware of this year. If you were able to spread them out so that we weren't continually filling in surveys, it would be helpful (and you may get a better response).

No, please contact me for another survey, if you decide to conduct one. I like to vent.

It is nice to have a survey so that I can express my comment on ONS service.

You are a part of Great Britain making it great !

I was surprised you were using SurveyMonkey for this survey as our organisation no longer uses it as it does not comply with data protection levels. Responses are stored abroad and not in this country.

Can I ask why you are using Survey Monkey? My understanding is that Survey Monkey does not meet UK Data Protection guidelines which is particularly important for surveys such as this one which asks for contact details.

Wasn't aware of Visual.ONS before this survey. Looks very useful.

You need to be specific about asking for personal details and stating that you do not plan to disclose. You should either say you are or not. Stating that you do not plan, is giving the view that there is a risk of personal details being made public.

no. nil. FROM [REDACTED]. DATE 26-02-2016.