

SASPAC User Survey Report – November 2009

1.0 Introduction

With planning for the 2011 Census well underway, the SASPAC team has started to think about how best to deliver these outputs to the users. An integral part of this process is to ascertain the views and opinions of those who actually use the software: the SASPAC user community. With SASPAC funded purely through user subscriptions it is essential that the software develops to provide this community with the tools it needs to undertake their 2011 Census analysis. The user survey was designed with this purpose in mind, and the information provided by respondents will be vital when designing new tools and a 2011 Census software and support service that satisfies users' needs.

2.0 The Survey

During the summer of 2009, the user survey was distributed to all current and previous users of the software. The survey was made available via a free online survey tool called SurveyGizmo (<http://www.surveygizmo.com/>). This allowed respondents to complete and submit the survey online, while results were saved and downloadable by the survey administrator. A hyperlink to the survey – along with a PDF of all the questions – was emailed to all known user email addresses. A copy of the survey may be viewed at: <http://www.saspac.org.uk/Survey.html> and is included, along with the results, in Appendix B and C of this report.

The survey consisted of 27 questions grouped into five sections:

- 1) Personal details;
- 2) Use of SASPAC and technology;
- 3) Data;
- 4) Licence/support fee;
- 5) SASPAC in 2011.

Individual question responses were split into a series of multiple choice radio buttons and free text boxes for respondents to complete.

The screenshot shows the title 'SASPAC Software User Survey' in a purple header. Below the header, there is a welcome message: 'Welcome to the SASPAC user survey. The survey consists of 27 questions, split into 5 sections and should take no more than 20 minutes to complete.' To the right of this message is the 'Census SASPAC' logo. The next paragraph reads: 'With planning for the 2011 Census well underway, the Census Offices are beginning to think about how to deliver the outputs to users. With this in mind, the SASPAC team would like to give users the opportunity to comment on their experience of the software and voice any comments/thoughts they may have on future developments.' Below this is the section title '1. Personal details:' followed by three input fields: 'First Name', 'Last Name', and 'Organisation name'.

3.0 Personal details

3.1 Survey Responses

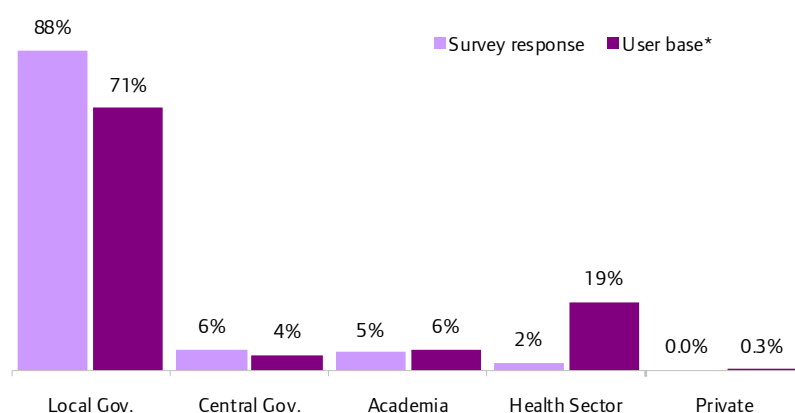
The survey was emailed to 417 individual contacts and 104 (25 per cent) responses were received. The 417 individuals represented 336 different organisations; the SASPAC contacts database may include multiple contacts for one organisation, while some organisations may not have a current email address listed. Of the 104 responses, 97 individuals provided a complete response and answered all the questions, while the remaining seven submitted partial responses. Considering the survey was undertaken at a time of decreased SASPAC and Census activity, and with current Support Scheme membership

standing at approximately 240 organisations (relative to its peak of 380), this can generally be regarded as a positive response rate.

3.2. Who Responded?

SASPAC's user base has historically been dominated by local government organisations: representing 71 per cent of all organisations using the software following the 2001 Census. This was reflected in survey responses (Figure 1) with a majority of submissions (88 per cent) coming from the local government sector. Responses from the smaller user sectors of central government and academia were broadly consistent with their user base, while there was an under representation in submissions from the health sector (2 per cent).

Figure 1: Percentage of survey responses by user sector compared with the user base

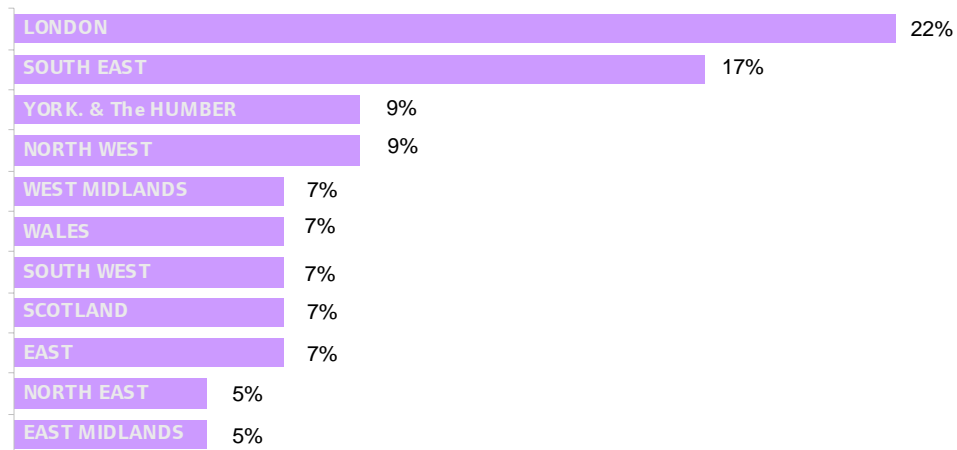


* The user base is a breakdown of all organisations that are currently, or have previously been, members of the SASPAC Support Scheme.

39 per cent of survey responses were from individuals in organisations based in London or the South East region (Figure 2). This may be a reflection of the concentration of members through two large SASPAC consortium arrangements¹ located in these regions (Greater London Authority and South East Public Health Observatory), both with peak memberships of over 30 organisations each. Following this high response, a fairly uniform spread of replies was received from all the remaining English regions, Scotland and Wales: varying between nine and five per cent. It is worth emphasising that the geographical pattern of responses will not necessarily reflect users' data needs. For example, although Southampton University is located in the South East region, its data needs may well relate to the whole of the United Kingdom and not just its immediate region. Similarly, although Northern Ireland was not represented, Northern Irish data is available through SASPAC and is required by some users: particularly when undertaking any UK-wide analysis.

¹ A consortium purchase arrangement involves one organisation taking a lead role in supporting SASPAC for a number of members: e.g. a County Council would act as the lead member for its districts. This requires the lead member to act as first line support and remaining members pay a reduced subscription rate.

Figure 2: Percentage of survey responses across Great Britain



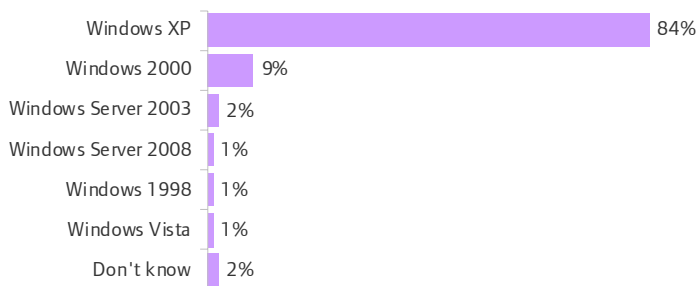
A list of all organisations that responded can be seen in Appendix A.

4.0 Use of SASPAC and technology

4.1 Technology

An overwhelming proportion of respondents (84 per cent) indicated that their organisation ran the Microsoft Windows XP operating system, while nine per cent were running Microsoft Windows 2000 (Figure 3). The remaining five per cent were split between Windows 1998, Vista or Server, while two per cent were uncertain. This reflects the expected dominance of Microsoft Windows environments across the SASPAC user base.

Figure 3: Operating systems in use by respondents



The current version of SASPAC (v9.0) is compatible with Windows Vista and Server, and testing to ensure compliance with Windows 7 – released October 2009 – will be part of SASPAC's ongoing development plan.

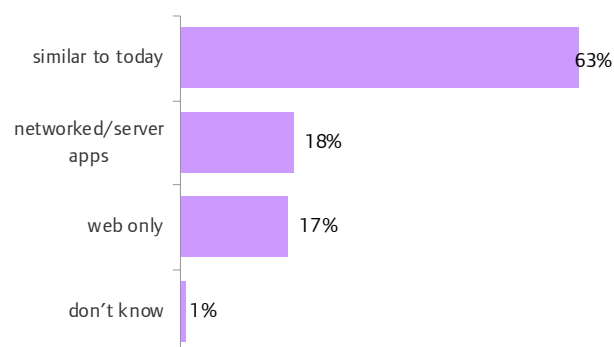
Just over half of respondents (52 per cent) were uncertain if their organisation operated, or had plans to operate, a thin client environment. Of the remaining respondents: 22 per cent operated, or had plans to operate, a thin client environment, while 26 per cent did not.

4.2 Future technology

It is well known that software users tend to see the future of technology in terms of their current experience. For example, the similar SASPAC survey for the 1991 Census did not anticipate PC usage and the 2001 version did not foresee much Web usage. Typically, this means that the software providers have to be looking to the future while ensuring that ongoing requirements are satisfied.

A majority of respondents (63 per cent) expects the computer environment to remain similar to today, while 18 per cent thought there would be an increase in networked/server applications (Figure 4). Only one per cent expected a 'web only' environment to exist, while 18 per cent were uncertain. As indicated by some users above: thin client and networked applications were currently under investigation by IT departments and many expected online applications to be much more prevalent in the future.

Figure 4: Expected future computing environment



Since 2001 there appears to have been a general move from a desktop computing environment to networked and server applications; although current experience across the user base suggests this has been at a modest pace. The consistent nature of this progress - a Microsoft Windows environment - has, so far, allowed SASPAC to adapt to these changes without incurring extensive development or redesign costs. Predicting the future computing environment is not easy, especially as the earliest outputs from the 2011 Census are not expected until late 2012 - which is still three years away. However, users' responses suggest a demand for future versions of SASPAC to be supported in both a Desktop and Server setting, although, careful consideration needs to be given to the expected increase in Server and web-based applications, and the potential implications for SASPAC. This issue is discussed further in section eight of this report.

5.0 Use of SASPAC

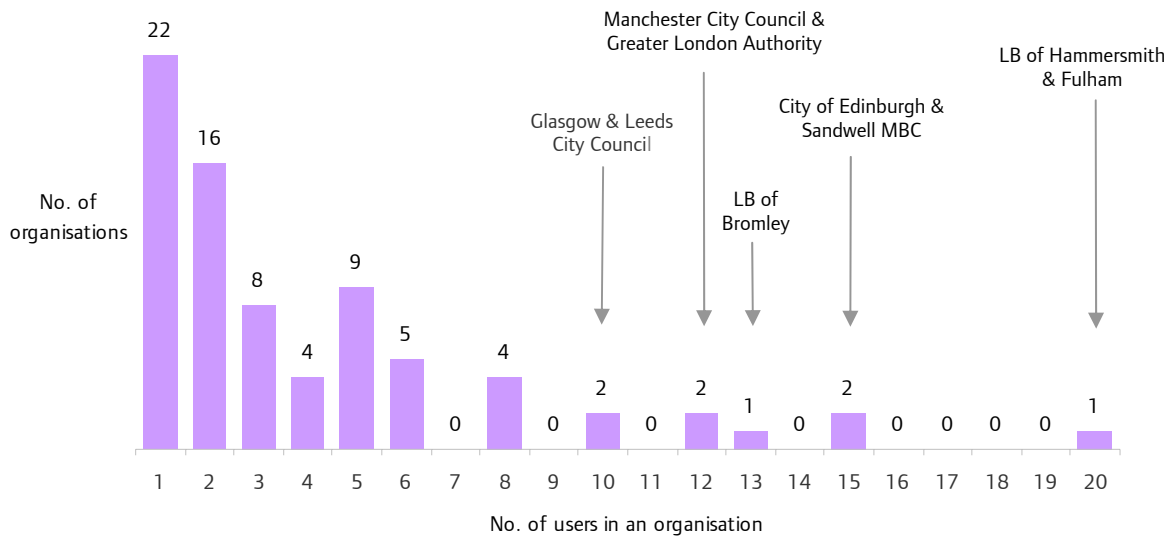
5.1 SASPAC use within organisations

53 per cent of respondents indicated that they were not the only user within their department. 59 per cent had other users within their organisation, 24 per cent were the only users and 16 per cent were uncertain. The number of organisations with multiple SASPAC users is shown in Figure 5. Of those organisations with more than one user; 16 had two; 32 had between three and ten; five between 11 and 15. One organisation estimated to have 20 users.

This usage pattern is a result of SASPAC operating a site-licensing system: whereby any licensed organisation can make the software available to as many members of staff as necessary without incurring any additional costs. As a result the number of SASPAC users are considerably larger than the number

registered as members of the Support Scheme - 380 at peak usage following the 2001 Census. Alternative future licensing models are discussed in section seven of this report.

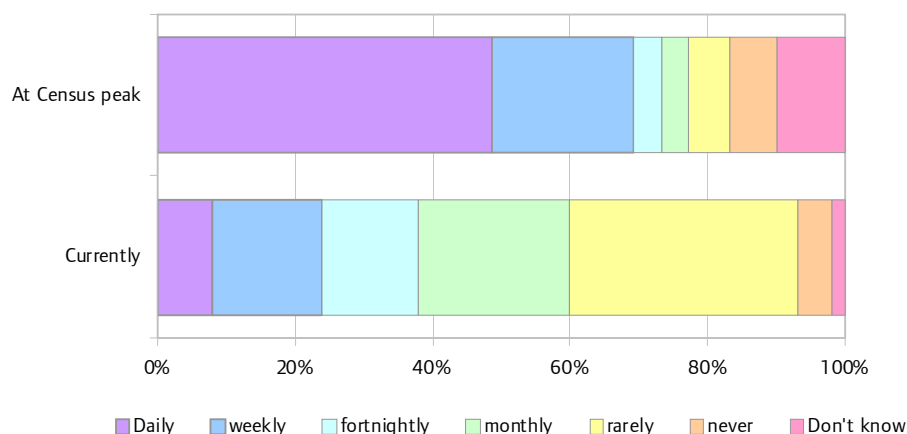
Figure 5: Number of SASPAC users within an organisation



5.2 Frequency of SASPAC use

Figure 6 demonstrates how frequently SASPAC was used during an individuals' peak of Census analysis; this is likely to follow the bulk release of 2001 datasets in 2003/04. Almost 50 per cent of respondents indicated that they used the software on a daily basis and a further 20 per cent on a weekly basis.

Figure 6: Frequency of SASPAC use currently and at peak of 2001 Census data use



A high proportion (70 per cent) of users accessed SASPAC on a very regular basis during the peak of 2001 Census analysis. As expected, the frequency of use had decreased at the time the survey was undertaken, with 38 per cent using it fortnightly or more frequently, and 33 percent rarely using it. This can be expected as much of the Census analysis has already been undertaken by many organisations and the currency of the Census datasets has decreased. However, the addition of non-Census datasets like the Mid-Year Population Estimates and Index of Multiple Deprivation to SASPAC may result in a more

frequent use than may have been expected at this time in the Census cycle. This is likely to continue with current plans to add further sources of data.

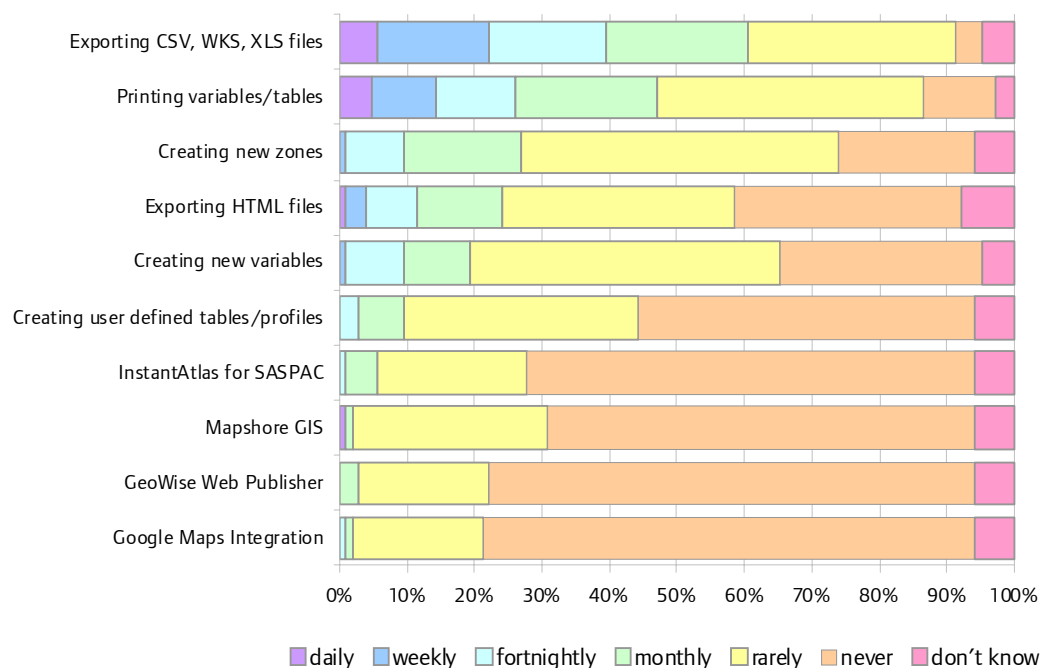
5.3 Use of SASPAC facilities

The most popular task undertaken by respondents was exporting data as CSV, WKS or XLS files: with 40 per cent of respondents carrying this out on a fortnightly or more frequent basis (Figure 7). This would suggest that users are searching and selecting data in SASPAC and then exporting it for further analysis, or presentation, in other applications like Microsoft Excel, SPSS or Geographic Information Systems.

The second most popular task was printing variables or tables: with 26 per cent of respondents undertaking this on a fortnightly or more frequent basis. This reflects the demand for users to be able to select specific variables or tables and easily produce printed output for their own use and/or for third parties.

The third most popular task was exporting HTML files: with 12 per cent of respondents undertaking this on a fortnightly or more frequent basis. This is likely to reflect an increased demand for statistics to be made available in multiple formats, including online publication. Conversely, the use by respondents of SASPAC's other web publishing facilities – GeoWise Web Publisher and InstantAtlas for SASPAC – appears to be limited. This may be due to some users having already published their Census outputs online, prior to these enhancements being made available, or perhaps lack of familiarity with the concepts or technological issues accessing the software and/or publishing their outputs.

Figure 7: Frequency of use of SASPAC's most popular tasks



Finally, both the creation of new variables and zones facilities were accessed by ten per cent of users on a fortnightly or more frequent basis. These represent some of the more advanced features of SASPAC, so are unlikely to be used as frequently by all users.

Although the survey attempted to establish the use of SASPAC during the peak of the respondents' Census use, this may not have been clear and may explain some of the response to this question.

5.4 SASPAC likes and dislikes

There were a broad range of positive comments from users but it was possible to pull these into some common themes:

- Data searching and selection facilities and the simplicity of the 'point and click' approach to variable selection.
- The wide range of data available from one system: origin/destination data, Commissioned tables and previous Censuses were specifically mentioned.
- Variety of export facilities.
- Access to the command line syntax and the ability to edit the underlying query language and ease the workload for repetitive and complex tasks.

The ability to build custom datasets through the creation of new zones, variables or local System files was also regularly mentioned as a positive for users. Clearly these facilities should be regarded as SASPAC strengths and considered priorities in any future developments.

Similarly there were also some common dislikes:

- Lack of variable metadata included in outputs (e.g. variable identifier 'KS0010004' instead of 'All Persons' exported in a CSV file).
- Interface is not as user-friendly or intuitive as it could be.
- Improve error messaging when a task has failed: integrate warning messages and prompts throughout a task to avoid task failures.
- Numerous and complicated nature of SASPAC system data storage files (.SYS).

Other more specific comments related to improving Excel integration, simplifying access to the origin/destination datasets and improving accessibility to the command file syntax.

While many respondents indicated that there are many aspects of SASPAC that they like there are clearly areas that could be improved. Specifically, improvement to the user interface appears to be the most common request from respondents and this needs to be addressed in any future development.

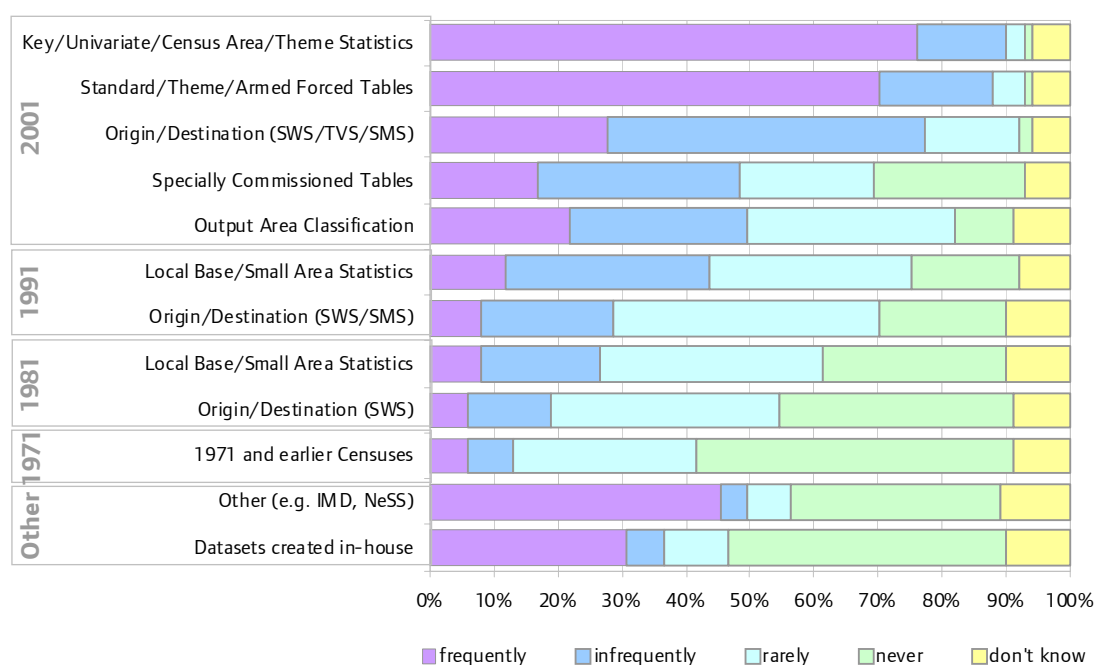
Appendix C includes a list of all the comments about the software by respondents.

6.0 Data

6.1 Datasets used within SASPAC

As expected, the most frequently used datasets are the range of 2001 Census tables (single geography) with over 70 per cent of respondents using SASPAC to access these (Figure 8). *Other datasets* were the next most popular with 46 per cent of respondents using these on a frequent basis. Only 28 per cent of users frequently accessed the 2001 Travel to Work/Study and Migration datasets, while 50 per cent used these infrequently. The under use of these datasets could be related to some of the difficulties raised under users' dislikes of the software but may also relate to the well published data quality issues: specifically with the Output Area level datasets. 17 and 22 percent of users frequently accessed the 2001 Specially Commissioned tables and Output Area Classification respectively.

Figure 8: Frequency of dataset use in SASPAC



Not surprisingly, use of historic Census data was considerably less frequent than 2001. 44 per cent of respondents are still accessing the primary outputs from the 1991 Census - the Local Base Statistics and Small Area Statistics – on a frequent or infrequent basis. While 27 per cent were accessing the equivalent datasets from the 1981 Census on a frequently or infrequent basis and 13 per cent still used 1971 or earlier Census data. This underlines that there is still a significant demand to access historic Census data, all be it on a less frequent basis, among users and there will no doubt be a similar requirement for 2001 data following the 2011 Census.

A wide variety of datasets were included in user responses to *other datasets* and these are demonstrated in the following word cloud (Figure 9). This graphic gives greater prominence to the datasets that were mentioned more frequently by respondents: so the larger the text the more frequently it was mentioned. The datasets are also sorted in alphabetical order from left to right. A list of all the datasets submitted by respondents can be seen in Appendix C.

Users were also asked if they would like SASPAC to provide access to more non-Census datasets: 49 per cent responded *yes*, 47 per cent *no* and 6 per cent were *unsure*. Of those that responded *yes*: many requested as much data as possible to be made available with population estimates and projections being a common theme. The list of datasets respondents would like to see in SASPAC did to some extent mirror those shown in the word cloud. However, some respondents made the comment that they would like to see SASPAC improve first and for the data to be as current as possible.

Figure 9. A word cloud representing the range of *other datasets/sources* accessed by users

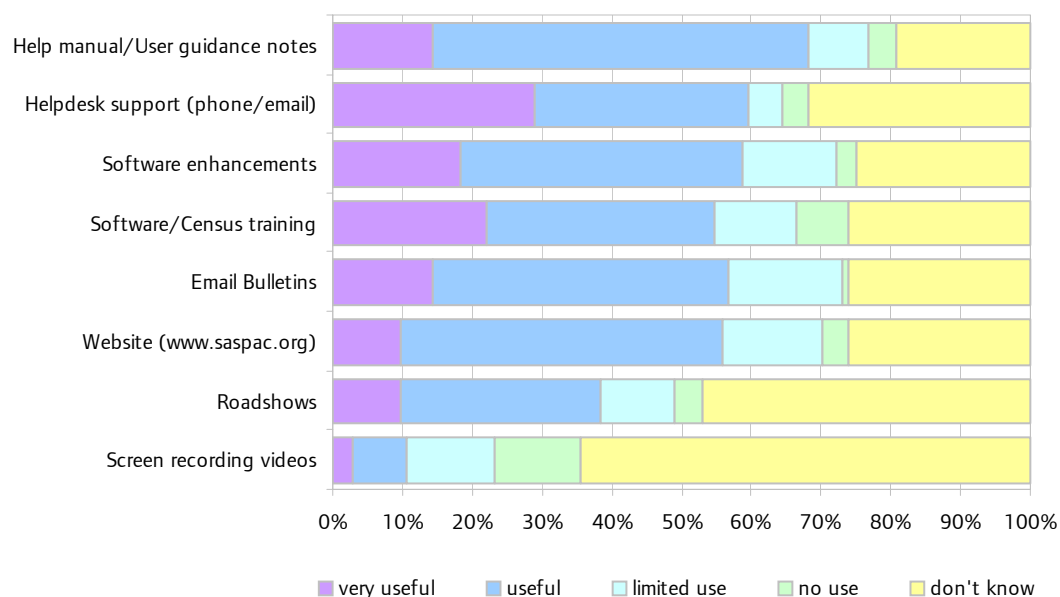


7.0 Support services and licence fee

7.1 SASPAC Support facilities

With the exception of roadshows and screen recording videos, all of the support services were found to be either very useful or useful by 55 per cent or more of respondents (Figure 10). The help manual and user guidance notes were seen as the most popular of support facilities with 68 per cent of respondents finding these very useful or useful; this was followed by helpdesk support with 60 per cent and email bulletins at 57 per cent. Although only a small proportion of respondents found the screen recording videos (11 per cent) and roadshows (29 per cent) useful, a high proportion of users were uncertain (64 and 47 per cent respectively). This may be a result of users being unaware of the online videos and because the last SASPAC roadshows were undertaken in 2004. Both of these services may require some further consideration before future use. Under the free text comments section here some users also suggested the website could be improved and that they found information difficult to find.

Figure 10. Use of support services



7.2. Licence Fee

There was strong support for the existing software licensing model², with 78 per cent of respondents broadly happy, only two per cent were not, while 20 per cent were uncertain. Of those not happy or uncertain: two would prefer a floating user licence approach, while three would prefer an individual user basis. 64 per cent of respondents expect a similar level of support fee³ will continue to be acceptable to their organisation, four replied *no* and 32 per cent were unsure. When users were asked if they thought a price increase was acceptable only 28 per cent responded *yes*, nine per cent said *no* and 66 per cent were unsure.

This seems to indicate that although there is strong support for the existing licensing model and a similar level of charge in the future: there is uncertainty over future budgets if additional funding is required from users. This is likely to be a reflection of the current economic climate facing all organisations and the cost-cutting and efficiency demands that may lie ahead.

The last price increase in SASPAC was implemented in October 2002 and resulted in an increase in the membership fee from £500 to £600 and a joining fee charge of £750 – previously £500 – for new or lapsed members.

² The SASPAC software licence is organisation-wide and allows any employer of the organisation to access the software.

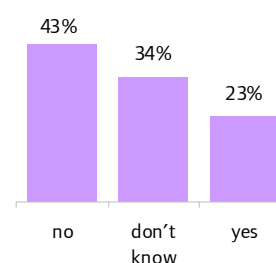
³ Currently SASPAC has an initial purchase fee of £1350+VAT and a subsequent annual support fee of £600+VAT; the private sector price is double this.

8.0 SASPAC in the future

8.1 SASPAC in 2011

On a positive note 70 per cent of respondents anticipated using SASPAC to meet their 2011 Census requirements and only two per cent replied *no*. The uncertainty (28 per cent) among respondents may be a reflection of the financial uncertainty mentioned above. Furthermore, when asked what tools they expected to meet their needs, some users replied that they planned to wait to see what tools are offered freely by the Census Offices or partner services like NOMIS, NeSS and SCROL. Again, this could explain some of the uncertainty in their use of SASPAC in 2011 (although users said similar things before the 2001 Census).

Figure 11. Users concerned if SASPAC was 'web-only' in 2011



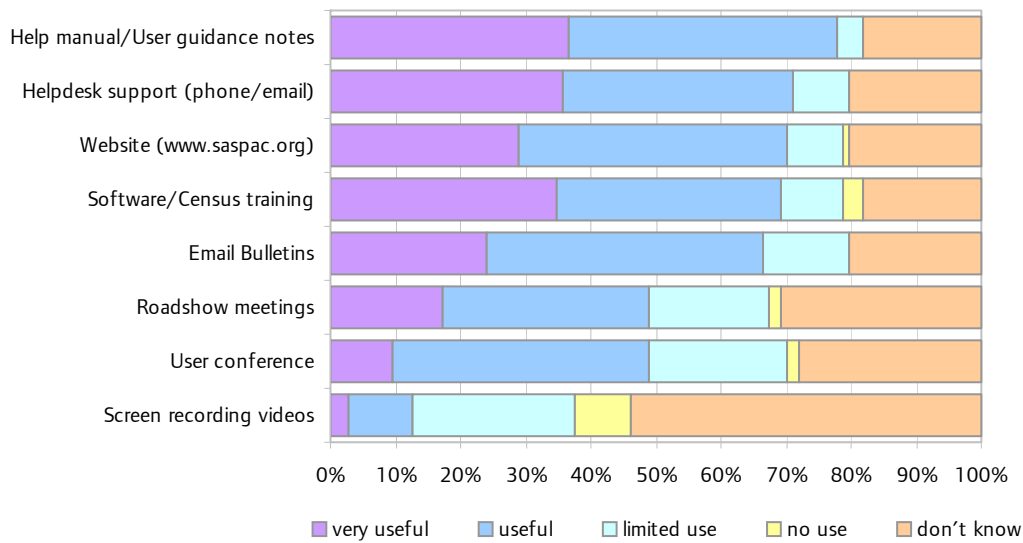
When asked if they were concerned if SASPAC was only available via the Internet in future: 43 per cent responded that they would not be concerned, 23 per cent said they would be, and 34 per cent were uncertain. Of those concerned, many issues related to Internet performance, connectivity and security restrictions. There was also a worry that SASPAC's functionality and the amount of data accessible could be affected or limited as a result. Those in favour of Internet access commented that it could help improve access for mobile/flexible working arrangements and would avoid users having to arrange software installations and upgrades internally; these can often be a time consuming and expensive process.

These are concerns that SASPAC will have to address in any future web development and although Internet accessibility is likely to have significantly improved at the time of the 2011 outputs (expected from late 2012), it does appear that a significant proportion of users still feel they will wish to have the ability to work 'off-line'.

8.2 Support Services in 2011

Looking forward, a large proportion of respondents expect to find a number of the potential support services on offer very useful or useful. 78 per cent thought the help manual and user guidance notes will be very useful or useful, 71 per cent expect the helpdesk support service to be very useful or useful, and 70 per cent consider the website similarly. Both email bulletins (66 per cent) and software/census training (69 per cent) services are also expected to be very useful or useful following the 2011 Census results.

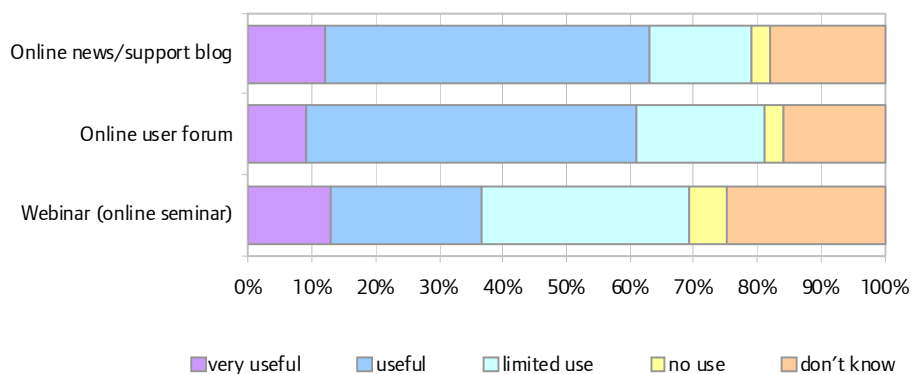
Figure 12. Usefulness of support services in 2011



As demonstrated with the 2001 services, respondents indicated a lack of certainty and/or support for screen recording videos and events like roadshows in the future. This could again be due to an in familiarity with these services but these should be considered secondary to the higher-valued support services identified by respondents.

In terms of new support services, 63 per cent of respondents thought an online news/support blog would be very useful or useful, while 61 per cent expected an online user forum to be of use (Figure 13). There was less support for Webinars⁴, with only 37 per cent responding that these would be useful compared with 39 per cent expecting these to be of limited or no use.

Figure 13. Usefulness of additional support services in 2011



On the whole there appears to be general support for some of these emerging online technologies but there was a general comment that these should not be at the expense of existing support services. Therefore, any additional support services should be complementary to those that respondents already value and not considered a substitute.

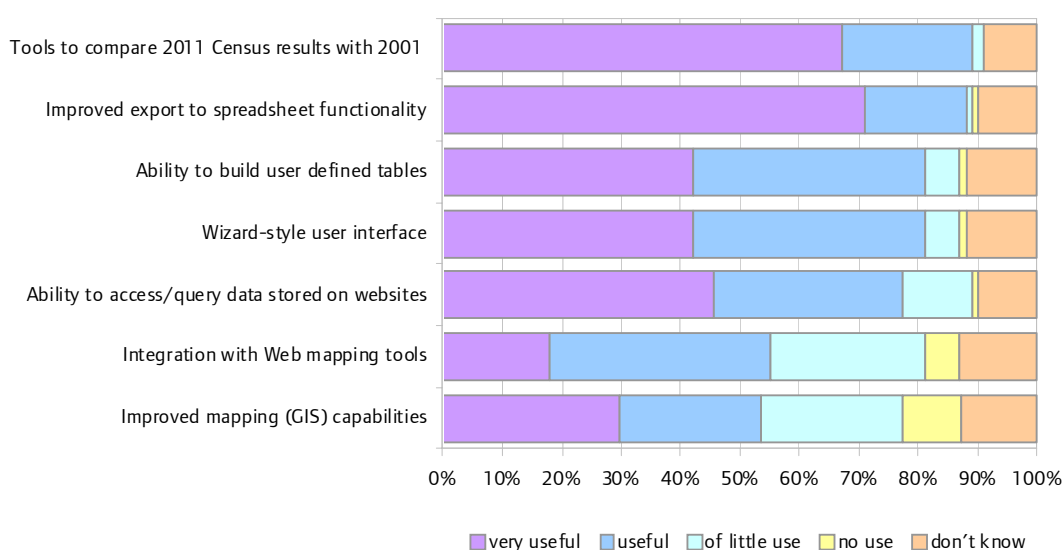
⁴ A Webinar is a 'live' meeting, event or conference that occurs via the Internet where each participant is connected to others via their own computer.

8.3 The software in 2011

There was considerable support for all the 2011 software enhancements respondents were asked to comment on (Figure 14). The most popular of these were: *Tools to compare 2011 Census results with 2001* (89 per cent very useful or useful), *Improved export to spreadsheet functionality* (88 per cent very useful or useful) and the *ability to build user defined tables* (82 per cent very useful or useful). While *Improved mapping (GIS) capabilities* (54 per cent very useful or useful) and *integration with web-mapping tools* (55 per cent very useful or useful) were not regarded to be as useful.

The strong support for these software enhancements represent some of the key aspirations for SASPAC's development and to deliver a 2011 product that will meet users' evolving needs.

Figure 14. Demand for SASPAC enhancements in 2011



8.4 Further comments

The final question in the survey was a free-text box that allowed respondents to submit any further comments they had relating to the future development of SASPAC, its value and its use of data. Here there were a number of useful comments that added to some of the themes raised earlier by respondents. There were very positive comments in support of SASPAC and the Support Scheme: describing the software as 'extremely valuable', 'crucial' and 'an absolute must for Census analysis'. On the other hand, some users commented that the software was 'too complicated', 'the fee seemed quite high' and they 'would like to see some improvement to the functionality in 2011'. The potential for good free tools provided by the Census Offices in 2011 appeals to some users but there was some concern that these may not meet all users' needs and the familiarity of a tool like SASPAC will be useful.

9.0 Summary

The user survey has been a very useful exercise to help the SASPAC team establish – and confirm - users' views on the existing software and support services. It is clear that many of SASPAC's facilities are highly valued by a large proportion of the user base; to the extent where some consider the software to be an essential tool for Census analysis, and 70 per cent already anticipate using SASPAC to access the 2011

Census data. The range of datasets; searching and selection functionality; export tools; and command line syntax; all stand out as SASPAC's key strengths and should be built upon in future versions.

Equally, respondents identified areas for improvement. Many would like to see a more intuitive and user-friendly user interface; improved metadata and Excel export facility; a simplified data storage system and better error tracking/prompts. These, and other, issues need to be taken forward and addressed by the SASPAC team when specifying the software's future development.

Looking forward there appears to be strong demand for a SASPAC software and support service that retains its existing strengths but builds on the areas users' identify for improvement. Any development needs to consider the likely technological environment when the first Census outputs are expected in late 2012. While this is likely to be more Internet-focused, users' desire to work 'off-line' and organisations moving to thin client and server-hosted applications should not be ignored. Furthermore, the Census Offices are currently considering a predominantly Internet-only delivery mechanism for the 2011 Census data, so SASPAC will need to adapt to this technology and combine the benefits of this approach with the tools and services users' require.

Considering the current economic climate it was encouraging to see good support for the licensing fee (64 per cent found this acceptable, 32 per cent unsure and 4 per cent no), and although this cannot be interpreted as guaranteed funding, it is a good indication of future support. However, an uncertainty in the response to a price increase (66 per cent uncertain, 28 per cent found this acceptable and nine said no), and users' commenting that they may wait for free tools provided by the Census Offices, is an indication of the financial demands facing users and the challenges facing the SASPAC project

The SASPAC team would like to thank everyone who completed the survey and who continue to support the local authority owned and managed SASPAC initiative. We hope to see those organisations who are no longer members of the Support Scheme again following the 2011 Census.

Alan Lewis

SASPAC Project Officer

November 2009

Appendix A.

A list of organisations and number of responses to the user survey:

No.	Organisation	Reply	No.	Organisation	Reply
1	AGMA Policy & Research Unit	1	47	London Borough of Hammersmith & Fulham	1
2	Anglia Ruskin University	1	48	London Borough of Haringey	1
3	Bedford Borough Council	1	49	London Borough of Harrow	1
4	Birmingham City Council	1	50	London Borough of Havering	1
5	Blackburn with Darwen Borough Council	1	51	London Borough of Newham	1
6	Bolton Council	1	52	London Borough of Tower Hamlets	1
7	Borough of Poole	1	53	Manchester City Council	2
8	Bournemouth Borough Council	1	54	Milton Keynes Council	1
9	Bristol City Council	1	55	Mott MacDonald	1
10	Buckinghamshire County Council	1	56	NHS Mid Essex	1
11	Caerphilly County Borough Council	1	57	Norfolk County Council	1
12	Calderdale Council	1	58	North Ayrshire Council	1
13	Cardiff County Council	1	59	North Lincolnshire Council	1
14	Carmarthenshire County Council	1	60	North Tyneside Council	1
15	City & County of Swansea	1	61	North Yorkshire County Council	1
16	City of Edinburgh Council	1	62	Northumberland County Council	1
17	City of London Corporation	1	63	Nottinghamshire County Council	1
18	City of York Council	1	64	Office for National Statistics	5
19	Comhairle nan Eilean Siar	1	65	Pembrokeshire County Council	1
20	Croydon Council	1	66	Perth & Kinross Council	1
21	Dacorum Borough Council	1	67	Plymouth City Council	1
22	Derbyshire County Council	1	68	Portsmouth City Council	1
23	Devon County Council	1	69	Rochdale Metropolitan Borough Council	2
24	Ealing Council	1	70	Royal Borough of Kingston upon Thames	1
25	East Sussex County Council	1	71	Sandwell Metropolitan Borough Council	1
26	East Midlands Public Health Observatory	1	72	Scarborough Borough Council	1
27	Enfield Council	1	73	Sheffield City Council	1
28	Essex County Council	1	74	Shropshire Council	1
29	Falkirk Council	1	75	South Lanarkshire council	1
30	Glasgow City Council	1	76	Southampton City Council	1
31	Gloucestershire County Council	1	77	Sunderland City Council	1
32	Government Office for the South East	1	78	Surrey County Council	1
33	Greater London Authority	6	79	Swale Borough Council	1
34	Greenwich Council	1	80	Swansea University	1
35	Hertfordshire County Council	1	81	Tees Valley Joint Strategy Unit	1
36	University of Warwick	1	82	The Royal Borough of Kensington and Chelsea	1
37	Isle of Wight	1	83	Torfaen County Borough Council	1
38	Kent County Council	2	84	Tyne & Wear Research and Information	1
39	Kirklees Council	1	85	University of Liverpool	1
40	Leeds City Council	2	86	University of Southampton	1
41	Leicester City Council	1	87	Warrington Borough Council	1
42	Leicestershire County Council	1	88	Wiltshire Council	1
43	London Borough of Wandsworth	1	89	Wolverhampton City Council	1
44	London Borough of Barking and Dagenham	1	90	Worcestershire County Council	1
45	London Borough of Bromley	1	91	Wycombe District Council	1
46	London Borough of Camden	1		Total	104

Appendix B.

User survey questionnaire:

Welcome to the SASPAC user survey. The survey consists of 27 questions, split into 5 sections and should take no more than 20 minutes to complete.

With planning for the 2011 Census well underway, the Census Offices are beginning to think about how to deliver the outputs to users. With this in mind, the SASPAC team would like to give users the opportunity to comment on their experience of the software and voice any comments/thoughts they may have on future developments.

Section 1. Personal details:

- Q1.** First name:
Last name:
Organisation name:
Address 1:
Address 2:
Address 3:
Post code:
Email address:
Phone number:

Q2. Do you wish to receive future correspondence from SASPAC?

Yes

No

Section 2. Use of SASPAC and technology

Use of SASPAC and technology - this section addresses the current use of SASPAC and technologies within your organisation.

Q3. Which operating system does your organisation currently run SASPAC on?

	Number of responses
Windows 1998	1
Windows 2000	8
Windows XP	76
Windows Vista	1
Windows Server 2003	2
Windows Server 2008	1
Don't know	2
Total	91

Other (please specify):

'Windows 2000 and some are on Windows XP'

Q4. Does your organisation currently, or have plans to, operate a thin client* environment?

(*a thin client system stores all applications and data on a central server, which are accessed through a web browser or remote desktop)

	Number of responses
Yes	20
No	24
Don't know	47
Total	91

Q5. Which computing environment do you think will exist for your use of SASPAC after 2011?

	Number of responses
Similar to today	65
Networked/Server applications	19
Web only	1
Don't know	18
Total	103

Other (please specify):

'Largely similar to today with networked/server applications but with a preference for web hosted applications accessible via platform agnostic browsers.'

'Moving towards thin client across Council but other software used e.g. SASPAC, SPSS, MapInfo, M3(planning system) has prevented this move within the planning service.'

'There are ongoing market testing in the IT area. We do run applications over Citrix but mainly for home use. However SPSS is used via Citrix in the office. Specialist software is currently being noted as part of the Market testing.'

'would prefer SASPAC to be on our research teams network drive rather than just on personal laptops as software as it is currently.'

Q6. Use of SASPAC within your organisation?

	Yes	No	Don't know	Total
Are you the only user within your department?	39	48	4	91
Are you the only user within your organisation?	22	54	15	91

If no, approximately how many users are there across your organisation?

Number of users	1	2	3	4	5	6	7	8	9	10
Number of organisations	22	16	8	4	9	5	0	4	0	2
Number of users	11	12	13	14	15	16	17	18	19	20
Number of organisations	0	2	1	0	2	0	0	0	0	12

15 respondents did not know.

	Yes	No	Don't know	Total
Is there a SASPAC user group within your organisation/authority/county/region?	11	64	16	91
If no, would you expect a group to exist following the 2011 Census?	21	35	35	91
Is there a Census user group within your organisation/authority/county/region?	37	40	14	91
If no, would you expect a group to exist following the 2011 Census?	61	8	22	91

Q7. Approximate frequency of use of SASPAC currently and at the peak of your 2001 Census data use?

Currently:

	daily	weekly	fortnightly	monthly	rarely	never	Don't know
by yourself	8	17	15	23	34	5	2
by your department	5	19	10	18	28	11	13
by your organisation	3	16	9	14	21	10	18

and at 2001 Census data peak (around 2003):

	daily	weekly	fortnightly	monthly	rarely	never	Don't know
by yourself	51	22	4	4	6	7	10
by your department	41	24	3	4	4	7	21
by your organisation	28	18	3	3	3	7	29

Q8. How often do you use the following SASPAC facilities?

	daily	weekly	fortnightly	monthly	rarely	never	Don't know
Printing variables/tables	5	10	12	22	41	11	3
Exporting CSV, WKS, XLS files	6	17	18	22	32	4	5
Exporting HTML files	1	3	8	13	36	35	8
Creating new zones	0	1	9	18	49	21	6
Creating new variables	0	1	9	10	48	31	5
Creating user defined tables/profiles	0	0	3	7	36	52	6
Google Maps Integration	0	0	1	1	20	76	6
Mapshore GIS	1	0	0	1	30	66	6
GeoWise Web Publisher	0	0	0	3	20	75	6
InstantAtlas for SASPAC	0	0	1	5	23	69	6
Use of non-census data	0	0	2	1	19	74	8
Other	0	0	0	0	7	54	43

If 'Other' or 'non-Census data' is selected above, please specify:

'ConCensus. I know it's not part of SASPAC, but it is within the same area!'

'I use Mapshore a lot to map all sorts of data, I don't have any other mapping software to use.'

'Indices of Deprivation.'

'Varies - can range from CACI data to ONS data.'

'We used to undertake our own population survey in Manchester which was analysed in SASPAC.'

Q9. Which aspects of SASPAC do you particularly like (please describe)?

See Appendix C.

Q10. Which aspects of SASPAC do you think could be improved (please describe)?

See Appendix C.

Section 3. Data

Data - this section aims to understand which datasets are currently being used and those that may be useful to access in the future.

Q11. Which datasets are used within your organisation?

	frequently	infrequently	Rarely	Never	Don't know
2001 Census (KS, UV, CS, CT) *	77	14	3	1	6
2001 Census (ST, TT, AF)*	71	18	5	1	6
2001 Census (SWS, TVS, SMS)*	28	50	15	2	6
2001 Census Commissioned Tables	17	32	21	24	7
2001 Output Area Classification	22	28	33	9	9
1991 Census (LBS/SAS)*	12	32	32	17	8
1991 Census (SWS/SMS)*	8	21	42	20	10
1981 Census (LBS/SAS)*	8	19	35	29	10
1981 Census (SWS)*	6	13	36	37	9
1971 Census and earlier Censuses	6	7	29	50	9
datasets created in-house	31	6	10	44	10
other (e.g. IMD, NeSS)*	46	4	7	33	11

*KS - Key Statistics, UV - Univariate Statistics, CS - Census Area Statistics, CT - Census Area Theme Statistics, ST - Standard Tables, TT - Standard Theme Tables, AF - Armed Forces, SWS - Special Workplace Statistics, TVS - Travel to Work/Study Statistics, SMS - Special Migration Statistics, LBS - Local Base Statistics, SAS - Small Area Statistics, IMD - Index of Multiple Deprivation, NeSS - Neighbourhood Statistics Service

If 'other' or 'in-house' datasets, please specify:

See Appendix C.

Q12. Would you like SASPAC to provide access to more non-Census datasets (e.g. claimant counts, population estimates,...etc)?

	Number of responses
Yes	51
No	47
Don't know	6
Total	104

Q13. If 'yes', please specify:

See Appendix C.

Section 4. Licence/Support fee

Licence/Support fee - this section collects users' thoughts on the existing support service and licence fee. Since 2001, the cost of SASPAC has remained fixed, with a £1350 initial purchase fee and ongoing annual support fee of £600 for subsequent years (public sector charge). This licence covers all users employed or working for the organisation.

Q14. How would you rate the following SASPAC software support facilities?

	very useful	Useful	Limited use	No use	Don't know
Software enhancements	19	42	14	3	26
Software/Census training	23	34	12	8	27
Help manual/User guidance notes	15	56	9	4	20
Helpdesk support (phone/email)	30	32	5	4	33
Email Bulletins	15	44	17	1	27
Website (www.saspac.org)	10	48	15	4	27
Screen recording videos	3	8	13	13	67
Roadshows	10	30	11	4	49

If 'Other', please specify:

'NB: I wasn't aware that you had screen recording videos. Roadshows have been useful in the past but I've not been aware of any for some time - hopefully more will come before 2011'

'The web site could be restructured to make information easier to find. The user guidance notes are very useful but some of the information which I would expect to find as a guidance note is in the training manual or newsletter sections - eg there are no guidance note for double geographies or on using Google Maps for radial selections'

'Think the website could be structured a bit better.'

Q15. Are you broadly happy with the existing SASPAC software licencing model (initial purchase price plus ongoing support fee (see above))?

	Number of responses
Yes	81
No	2
Don't know	21
Total	104

Q16. If no, what type of model would be preferable?

	Number of responses
individual user (per machine/named user)	2
floating user licence (licence shared by multiple users but only accessed by one user at a time)	2

If other (please specify):

'Depends on cost model - individual user most appropriate for our current circumstances as I am the only user within the organisation. However, if the cost reduction was small, we would prefer to keep the organisation licence.'

'Network application, preferably one which does not require any download of files to individual PCs. The main reason being that when hard drives or PC's have to be replaced, in our case because IT support has been outsourced, not only can it take time to get software installed, we have to pay for this to be done!'

'London Consortium purchase'

Q17. Do you feel that the broad level of the support fee will continue to be acceptable to your organisation?

	Number of responses
Yes	67
No	4
Don't know	33
Total	104

Q18. If it is necessary to charge a modest price increase (e.g. a one off payment of an additional £600) to cover the 2011 developments to SASPAC, would this be acceptable?

	Number of responses
Yes	29
No	6
Don't know	69
Total	104

Section 5. SASPAC in 2011

SASPAC in 2011 - this section aims to gain views on what tools and services users would like to have available for accessing the 2011 Census results.

Q19. Do you anticipate continuing to use SASPAC to meet your 2011 Census requirements?

	Number of responses
Yes	73
No	2
Don't know	29
Total	104

Q20. If no, which tools do you expect to meet your needs?

User comments:

'All depends on how the data are made available in Scotland by GRO(S)'

'Although we will also use our own Local Intelligence system, and if we were able to import the possible outputs into that (not sure if this is possible?) then that would be preferable.'

'Am hoping for some entirely new tools from the SASPAC/CASWEB stable!'

'But we also use CensusInside which provides map-based access to 2001 data for all the county data (except flow data). This is web-based and has provided easy access to Census data for other users across the council and for partner.'

'currently we do not use SASPAC but i do anticipate our use of it for 2011 Census information although there are many web based tools such as Nomis which may also do the job.'

'I would want my organisation to seriously look for alternatives to SASPAC if there are no dramatic improvements to the way the system interface is set up.'

'Neighbourhood Statistics'

'SSPSS, Excel, ArcView'

'there is a strong likelihood of web-based applications being provided by ONS/GROS which might enhance access to census data - son of SCROL in Scotland.'

'Until we find out what tools ONS are providing I cannot say whether these will be better or worse than SASPAC.'

Q21. If yes, would you like to retain access to the SASPAC Support Scheme?

	Number of responses
Yes	69
No	0
Don't know	35
Total	104

Q22. Would you be concerned if SASPAC was only available via the Internet in future?

	Number of responses
Yes	24
No	45
Don't know	35
Total	104

Q23. If yes, why?

See Appendix C.

Q24. Looking forward towards the publication of the 2011 Census results, how would you describe the continuation of the following support facilities?

	very useful	Useful	Limited use	No use	Don't know
Software/Census training	36	36	10	3	19
Help manual/User guidance notes	38	43	4	0	19
Helpdesk support (phone/email)	37	37	9	0	21
Website (www.saspac.org)	30	43	9	1	21
Email Bulletins	25	44	14	0	21
Screen recording videos	3	10	26	9	56
Roadshow meetings	18	33	19	2	32
User conference	10	41	22	2	29

If 'Other', please specify:

'The fewer pieces of software installed on PC the better - web-based software has got to be the way to go. It also increases the options for mobile/flexible working.'

Q25. How useful would you or your organisation find the following?

	very useful	Useful	Limited use	No use	Don't know
Online news/support blog	12	53	17	3	19
Online user forum	9	54	21	3	17
Webinar (online seminar)	13	25	34	6	26

Are there any other services you or your organisation would find useful?

'Blogs are a real turn-off! I'd prefer and email! Online forum more useful for flagging up common problems and solutions. Webinar - possibly - I'd give it a go (but time-dependent - inflexible?)'

'Census and SASPAC user groups and further SASPAC training.'

'Note we can't access webinars due to security requirements.'

'Whilst these technological initiatives could be useful, if done properly, I feel that they shouldn't be at the expense of more 'traditional' forms of support (e.g. phone/e-mail help).'

Q26. Which software enhancements would you like SASPAC to have to help you access the 2011 Census results?

	very useful	Useful	Of little use	No use	Don't know
Wizard-style (i.e. step-by-step) user interface	41	37	14	2	10
Improved mapping (GIS) capabilities	31	25	25	10	13
Ability to build user defined tables	44	41	6	1	12
Ability to access/query data stored on websites like NOMIS/NeSS/SNS/NINIS*	48	33	12	1	10
Integration with Web mapping tools like Google Maps, Virtual Earth	19	38	27	6	14
Tools to compare 2011 Census results with 2001	70	23	2	0	9
Improved export to spreadsheet functionality	74	18	1	1	10

*NOMIS - National Online Manpower Information Service, NeSS - Neighbourhood Statistics Service, SNS - Scottish Neighbourhood Statistics, NINIS - Northern Ireland Neighbourhood Information Service

Other (please specify):

- 'Ability to access data on other websites only if they were as upto date as the data on the websites they were taken from.'*
- 'Ability to export into our own GIS system which is Arc View'*
- 'Being able to select the most appropriate table to use for your query before having to select the table type (KS, UV etc.)'*
- 'Better user interface e.g more menu driven.'*
- 'ease of use of software to analyse SMS and SWS datasets'*
- 'Editing through menus/wizards rather than syntax'*
- 'export to xls is okay now, isn't it?'*
- 'Exporting tables to spreadsheets'*
- 'I should mention that integration with GIS is rather important - but our ordnance survey licence doesn't allow us to integrate with Google!'*
- 'make it web based so as to avoid having to remember file names and locations'*
- 'User defined tables should allow you to cross tabulate specific variables that you are interested in, rather than downloading tables that are already made up.'*
- 'Variables to be exported with meaningful labels not cell numbers'*
- 'We are considering purchasing instant atlas. Naturally we don't want to be spending months' loading volumes of census data onto such a system. How will SASPAC be developing alongside instantatlas to avoid such a situation? Ideally we would like to pay once for the census data and be able to access it through saspac and instantatlas.'*

Q27. Any other comments relating to the future development of SASPAC, its value to your organisation or its use of data?

See Appendix C.

Appendix C.

Q9. Which aspects of SASPAC do you particularly like (please describe)?

No.	Which aspects of SASPAC do you particularly like (please describe)?
1	<i>- the ability to create user- defined geographies (new zones) is the most significant function of L15 - ability to download data in spreadsheet format; - having access to al the data in one location for any geography.</i>
2	<i>a) search facilities - far easier to find the data you are looking for than other competitors, b) export (csv) functionality for easy transfer to GIS, c) timeliness and extent of data available, d) support from GLA. e) Instant altas/geowise publisher - although ticked rarely used, would definitely use these next time round. A decision was taken not to spend time re-publishing 2001 Census data when this functionality was introduced.</i>
3	<i>Ability to aggregate data to user defined geographies and save the data for future use.</i>
4	<i>Ability to create new variables, ability to run off profiles of information about an area, ability to edit code.</i>
5	<i>Ability to create new zones</i>
6	<i>Ability to export files into CSV format and Mapshore.</i>
7	<i>Ability to obtain special combinations of variables unavailable elsewhere. Ability to obtain variables for user-defined geographies</i>
8	<i>Ability to pick variables from different tables. Ability to aggregate zones.</i>
9	<i>ability to save and re-run queries, integrated mapping, re-aggregation using gazetteers</i>
10	<i>ability to view tables as a whole</i>
11	<i>Able to access all census data</i>
12	<i>Access to all Census data (including flow data) for all past years in one place. Better than other applications for getting out one variable for lots of areas.</i>
13	<i>Access to earlier census data, access to SWS data</i>
14	<i>Aggregation/radial search</i>
15	<i>aggregation of all tables for new geographies</i>
16	<i>Analytical capabilities.</i>
17	<i>being able to download x-tab data, as this is not readily available from ONS website</i>
18	<i>Creating new system files</i>
19	<i>Creating new zones / selection of areas by map boundary using Mapshore.</i>
20	<i>Creating new zones is key especially when census data is new, It has allowed us to design boundaries based on COAs for projects. User define tables have been used to help data creation for Geowise. HTML export was also useful when the Census was released as we could create smaller interactive files for users.</i>

No.	Which aspects of SASPAC do you particularly like (please describe)?
21	<i>Crosstabulation facility</i>
22	<i>Ease of changing the task/command/batch file to rerun the task and make changes to it.</i>
23	<i>Ease of finding variables/tables in later versions for required areas.</i>
24	<i>Ease of selecting variables Ease of selecting geographies Good data export options Access to special tabulations</i>
25	<i>Ease of which I can pull out detailed queries for numerous areas / large amounts of data</i>
26	<i>easy access to census data</i>
27	<i>Easy management of the Census data</i>
28	<i>Easy to print Tables</i>
29	<i>Easy to use functionality Exporting facility of Tables into Excel/html files Quickstart facility Integration with Instant Atlas</i>
30	<i>Export of variables to EXCEL (csv); export of tables to EXCEL with headings intact; creation of new zones</i>
31	<i>Extracting large quantities of data quickly and easily, then using it in other software with which I am very familiar.</i>
32	<i>flexibility - re-zoning and creation of new variables and customised tables</i>
33	<i>Gazetteer to create own aggregations of Output Areas etc. Speed of processing. Export to html. Instant Atlas.</i>
34	<i>Generation of Tables is easy and ability to transfer Tables to Excel is very useful.</i>
35	<i>Happy with the current functionality on the whole although some things could be improved (see Q10)</i>
36	<i>Having access to the data for the whole country and the flexibility of choosing the type of area</i>
37	<i>I have access to all the datasets and geographies in one place and I have command files that I can use regularly and can modify easily.</i>
38	<i>I like being able to search the tables for text and variables. Also the ability to get out very detailed geographical data without having to have massive Excel files saved somewhere.</i>
39	<i>I really like the search facility to be able to identify the best table for use. You have this user functionality down perfectly!</i>
40	<i>It is the quickest way I can check what cross tabulations have been done in the census (eg checking the commissioned tables etc)</i>
41	<i>It was the best way of extracting complex data - far superior to the ONS product</i>
42	<i>It's ability to hold, manipulate and extract large amounts of data. The data can be exported into other software packages.</i>
43	<i>It's flexibility (generally), and for being the most comprehensive source of Census data. Good support and helpdesk when needed.</i>
44	<i>It's simple to find what is included in each table</i>
45	<i>Keyword table searching, rubber band selecting and table printing</i>

No.	Which aspects of SASPAC do you particularly like (please describe)?
46	<i>My experience was that I had local control over the data and all the UK data at my fingertips. However, with the 2001 census ONS and the various census projects at Manchester and Edinburgh made online access very simple and they had full support services in place. Also I increasingly needed access to the samples of anonymised records and the longitudinal study - unavailable on SASPAC disks.</i>
47	<i>New feature which allows tables to be viewed in excel thus allowing the user to easily copy the table headings used to describe variables</i>
48	<i>new zones/export to Excel/multi-area selection/radial search</i>
49	<i>Print Var/Tables is useful for quick way of looking up Census info on screen</i>
50	<i>Search facilities</i>
51	<i>Seeing table layouts on screen - being able to select variables in this way.</i>
52	<i>Selection of tables, and variable for reporting from</i>
53	<i>selection of variables and areas</i>
54	<i>The ability to aggregate areas and create your own zones. Also the ability to create your own tables. I also like the way SASPAC can be run using the command/syntax as this saves loads of time when doing repetitive tasks.</i>
55	<i>The ability to create new zones for custom areas.</i>
56	<i>the ability to do repetitive, possibly complex, tasks quickly (via command files) searching facilities</i>
57	<i>The ability to export data directly to Excel</i>
58	<i>The ability to find census tables</i>
59	<i>The ability to search through all the Census tables and export them to CSV/Excel.</i>
60	<i>The background command files are available to edit. This makes in easier to repeat tasks.</i>
61	<i>The ease by which information for different geographical levels can be extracted, particularly at Output Area level.</i>
63	<i>The full range of Census tables are available</i>
65	<i>The point and click approach is very straightforward and easy to use - certainly better than having the manually write the code and we used to have to do!</i>
66	<i>The processes of SASPAC are fairly straightforward - identify dataset, identify variable/table, identify label, identify print/export options, etc.</i>
67	<i>The SASPAC Project Officer!!! Oh, and how I don't have to use JMC and wait 3 days for output any more.....</i>
68	<i>The simplicity of being able to export tables to Excel format</i>
69	<i>Theme Tables containing cross-tabulation of census tables</i>
70	<i>Useful for data extract e.g. for CSV files for use in Excel and in loading to ARC GIS applications.</i>

Q10. Which aspects of SASPAC do you think could be improved (please describe)?

No.	Which aspects of SASPAC do you think could be improved (please describe)?
1	<i>- formatting of tables when downloaded and need to share with others; - commissioned tables not easy to find.</i>
2	<i>*can't use Google interface - not allowed, though a great idea. *print tables straight to Excel (Concensus-style) would be real bonus *More info than just cell ref on exported vars would be useful *smoother, more intuitive (to help non-techies and techies alike)</i>
3	<i>A bit clunky - you need to know what to do and learn the method by rote. It is also necessary to do some trial-and-error with the lesser-used features when you come back to SASPAC after some months away. We have never got the Mapshore stuff to work and haven't explored the web-publishing or Instant Atlas parts.</i>
4	<i>a) export of tables into excel - always end up cutting/pasting/re-typing/formatting etc, b) automatic variable labels in csv exports, c)web-based system would remove the need for updates/duplication of effort and ensure that we are all accessing the latest correct dataset d) an easier way to build geographies - usually export to access and match with OAs identified in GIS query.</i>
5	<i>Ability to create more new zones at one time</i>
6	<i>All of it!! Disliked system from outset. Too complicated unless you want to spend hours practising using it!! Very "clunky" and lacks friendly user interface. Not intuitive to use. Never enjoyed using the system and currently rarely put it to use as a consequence.</i>
7	<i>Being able to export whole tables into excel for example without having to re-format / faff around etc the data. When I needed to send people whole tables, I found it quicker and easier to use the ONS supertable software to copy and paste data into excel.</i>
8	<i>biggest downside is the inability to change the structure of tables (think excel pivot -ing, or more practically export from nomis)</i>
9	<i>Capacity to show all zones on large files Integration of mapping</i>
10	<i>Cell labelling on DIF output</i>
11	<i>command file editing, framework file selection</i>
12	<i>could be more user-friendly (simplified), too many facilities for just general or rarely use</i>
13	<i>Creating new zones, selecting only some variables from a Table, TTWA Tables</i>
14	<i>Creation of Profiles</i>
15	<i>Creation of TTW tables especially re-zoning.</i>
16	<i>Data exports with cell labels but I used to have to then copy and paste what these labels were from pdf lookups. Would be much better if that meta data automatically transferred across.</i>
17	<i>Downloading updates to SASPAC. i.e. mid year estimates</i>
18	<i>Double geography analysis</i>

No.	Which aspects of SASPAC do you think could be improved (please describe)?
19	<i>Ease of use.</i>
20	<i>Easier editing of previously run tasks</i>
21	<i>Export a variable name in csv file etc as well as the cell number.</i>
22	<i>Export could include heading and variable names</i>
23	<i>Export format(remove trailing zeroes from ward codes) Area selection</i>
24	<i>Export of tables</i>
25	<i>Export of variables with proper field descriptions rather than census code</i>
26	<i>Export to Excel</i>
27	<i>Exporting tables directly into excel</i>
28	<i>Exports need to have COLUMN titles. We currently have to manually write in the column titles for variables by screen-printing the table format in SASPAC and writing in the column title for each cell code (e.g. 0001 = All population, 0002 = Females, 0003 = Males)</i>
29	<i>Extracting SWS and SMS data could be made easier. I normally always have to extract the data twice before I get what I want! When extracting every variable in a table it would be helpful to be able to export the whole table layout (including headings etc). I know you get this when exporting as HTML but to be honest after all the steps you've gone through to end up with it in Excel it's far easier when wanting a whole table to extract it from Supertable.</i>
30	<i>Flow datasets (but current is much better than before) Ability to export whole tables in a manipulable form (e.g spreadsheet) - as SuperTable but better Auto labelling when printing/exporting variables. Auto linking of data file to a table framework</i>
31	<i>For some reason I haven't managed to get Saspac working with other functionality such as Geowise and Mapshore. As we have a corporate GIS system this isn't too much of an issue but interoperability between these systems could be improved.</i>
32	<i>Having to start from scratch when amending/abandoning a query is irritating A facility to export tables to xcel format would be useful Generally speaking, the software is not user-friendly As Neighbourhood Statistics has improved, so the need to use SASPAC has decreased</i>
33	<i>I can't think of anything, as I am not continually using SASPAC now. It has however improved enormously since the brown box manual version</i>
34	<i>I did find it difficult to use, and as a result seldom used it</i>
35	<i>I don't always remember which type of table the data I want is in. It would be nice to be able to select a different type of table without having to start the query from scratch.</i>
36	<i>I think the whole functionality of SASPAC could be improved - it often feels like software from the 1980s and is too technical to use</i>
37	<i>I would like a direct export of tables to .xls. I vaguely remember that you can export to html and then open it in Excel? I miss having a printed manual.</i>
38	<i>I would like it to be able to export to a csv easier. And automatically have titles in CSV format as opposed to codes</i>

No.	Which aspects of SASPAC do you think could be improved (please describe)?
39	<i>Including and excluding data from list of areas on file could be easier.</i>
40	<i>Incorporate reading of data files which include the variable's descriptions.</i>
41	<i>It is just outdated & in need of total rewrite to be comparable to (& compatible with) modern software. I only use it when absolutely necessary, as it is so frustrating.</i>
42	<i>It is not very user friendly</i>
43	<i>It would be useful if SASPAC could flag errors in instructions before the end of a run.</i>
44	<i>Labelling of census variables</i>
45	<i>Lack of variable names, only codes, when extracting variable information</i>
46	<i>Layout of output data especially use of headings instead of cell ref numbers</i>
47	<i>live connection to remote data, mapping system needs major update, interface issues</i>
48	<i>making it more user friendly</i>
49	<i>maybe the command files could be made more user friendly.</i>
50	<i>messages re availability of data - it would be really helpful if an 'on the fly' routine could check sysfiles for variables as a command file is built as this would obviate the possibility of building and running a command file only to find the variables requested are not present.</i>
51	<i>needs bit more of a wizard approach with guidance notes for the most complicated data like double geography</i>
52	<i>parts of it are hard to use unless either you use it frequently or have recently had training. without training, most of the system is not intuitive. Something like NOMIS can be 'worked out' by newbies.</i>
53	<i>Rather confusing and awkward to use. Gave up when unable to resolve a problem - trying to export data on single year age bands by ward. The variables were there to select but when the task was run I was told they weren't found in the input file. I wan never able to discover where the problem lay</i>
54	<i>Radial search with drive times as opposed to distance</i>
55	<i>Resolving an 'error' message after you've gone through the process of exporting data and it has failed. At present you have to start again. Labelling of LSOA codes - rather than the Exxxxxxxxxxxxxxxxx number, could users choose which code they are most happy about. Labelling of variables when exporting by description rather than cell number.</i>
56	<i>SASPAC is not intuitive</i>
57	<i>Speed of access</i>
58	<i>spreadsheet output (like nomis) clearer error messages</i>
59	<i>The ability to attached description as well as variable names</i>

No.	Comments: what users' dislike about SASPAC
61	<i>The software isn't very intuitive. The way the data is structured into dozens of different files is very confusing. The way that tasks are constructed into command files which then cannot be edited, unless you know what you are doing, is restrictive and very confusing. I would like to be using the InstantAtlas but there isn't sufficient documentation for me to work out how it all works.</i>
62	<i>The user interface needs updating and to be more user friendly. It needs a better file management structure (ie one census file for all tables)</i>
63	<i>To get more data published at lower geographies, e.g. more tables for LSOAs. I also feel I'm missing out on many of the additional features of Saspac (in above list) - so greater awareness of these and perhaps workshops/tutorials to get me started would be welcome.</i>
64	<i>unless SASPAC becomes a fully supported package at the university it will probably not be capable of improvement for my use.</i>
65	<i>User Interface</i>
66	<i>User interface not perfect - still inconsistencies between differing parts of the program Inability to create Excel files directly</i>
67	<i>We have at times come across errors in the data, i.e. data appearing in the wrong Table cell.</i>
68	<i>When exporting into CSV it would be good if the column titles automatically changed to names rather than the codes.</i>
69	<i>When interface files of any type are created, only the cell identifier is produced fro the header, on then has to create a html of the table in order to copy and paste the words into the spreadsheet etc. There was a product produced by Chadwyck-Healey for the 1991 census which could do this, so it is not something which is impossible. I know we can use ConCensus, but this means an additional process having to be undertaken.</i>
70	<i>when you exprt a table. the variable headers (individual column titles) come up as codes. it may just be that i have not identified how to do this, but, is it possible to have the column titles exported along with the data? it is annoying having to manually impute the column and variable titles into each table that is exported.</i>
71	<i>Would be good to have the ability to search all table sets rather than only the one which is open (if I'm searching for something and do not know which table it is in, I have to go through all, which is more time-consuming). Need to always manually input a system file - not sure if its possible or not, but if it can automatically open corresponding system files when I open a table, it will save searching around to find the system file.</i>
72	<i>Would be nice if field names would appear in exported files rather than just a code</i>
73	<i>You need to have a knowledge of the Census and the different types of tables if you are to successfully use SASPAC and extract the information required. Perhaps there could be a function whereby you could search for the most appropriate table by keyword etc. before having to select the table set.</i>
74	<i>You need to have a knowledge of the Census and the different types of tables if you are to successfully use SASPAC and extract the information required. Perhaps there could be a function whereby you could search for the most appropriate table to use by keyword etc. before having to make the table set selection.</i>

Q11. Which datasets are used within your organisation? If 'other' or 'in-house' datasets, please specify:

No.	Which datasets are used within your organisation? If 'other' or 'in-house' datasets, please specify:
1	<i>as referred to ons.wag derivatives</i>
2	<i>CDs/Dvds & Ness Website</i>
3	<i>CLG, GMP, NHS/PCT, IMD, DWP, MYE, NeSS, NOMIS, in house admin data</i>
4	<i>Council benefits, Paycheck, MOSAIC, NOMIS</i>
5	<i>counts of library users etc</i>
6	<i>Data from the SNS website</i>
7	<i>data sets held on Norfolk Insight at www.norfolkinsight.org.uk</i>
8	<i>datasets constructed for in-house population forecasting model</i>
9	<i>Datasets created in-house (forecasts, housing, retail, employment land surveys etc) Other data sets (IMD, NeSS, DWP benefit claimants, ABI, APS/LFS, ONS population estimates etc)</i>
10	<i>don't know answers to above</i>
11	<i>DWP benefits data, IMD (CLG), NeSS, Nomis (APS / LFS, ABI etc), Home Office, Inland Revenue, housing data (HSSA), British Crime Survey, planning monitoring, ONS demographic data etc</i>
12	<i>e.g. survey data, planning data</i>
13	<i>Free School Meals Referrals to Youth Offending Service Indices of Multiple Deprivation</i>
14	<i>Harrow Vitality Profiles, Various Access & Excel databases/spreadsheets, Planning & Building Control systems, LLPG, NOMIS</i>
15	<i>I cannot answer this or all the questions above - Liverpool is a very big university!</i>
16	<i>IMD</i>
17	<i>IMD</i>
18	<i>IMD</i>
19	<i>IMD data in use by some parts of ECC</i>
20	<i>IMD STANDARD PACKAGE OF ONS DEMOGRAPHIC POPULATION DATASETS WHICH ARE USED FREQUENTLY AND SUBSEQUENTLY INCORPORATED WITHIN POPGROUP.</i>
21	<i>IMD, DWP benefits data, NOMIS economic/employment/unemployment data, ONS datasets (MYE, migration, ethnic groups), NINo, WRS</i>
22	<i>IMD, NeSS</i>
23	<i>IMD, NeSS, NOMIS</i>
24	<i>IMD, NeSS, NOMIS, NLUD, In house I use map based databases to monitor development. These are frequently related to census areas especially wards</i>
25	<i>IMD, other National Statistics data</i>

No.	Which datasets are used within your organisation? If 'other' or 'in-house' datasets, please specify:
26	<i>IMD; NeSS; health population data; local small-area socio-economic data</i>
27	<i>In house - housing, education, crime, etc.. Other - IMD, NeSS, Nomis, Department of Health, DCLG, DCSF, etc.</i>
28	<i>local deprivation data, IMD, DWP data, HMRC data</i>
29	<i>lots of use of NeSS, NOMIS, UKDA datasets (e.g. labour force survey, indices of deprivation, annual business inquiry, mid-year population estimates, etc.</i>
30	<i>NeSS and IMD datasets are used fairly frequently, in particular to support various funding bids. ONS population estimates and projections and DCLG household estimates and projections are also used on a regular basis, as is the labour market information provided by NOMIS.</i>
31	<i>NOMIS datasets: claimant count, benefits data, APS downloaded regularly</i>
32	<i>Service User data</i>
33	<i>To many to specify - use nomis, housing data, purchased economic data etc</i>
34	<i>Use National Statistics datasets, and are currently developing our own LIS using data down to individual or postcode level.</i>
35	<i>Ward Crime Statistics</i>
36	<i>We have taken data from various sites like NeSS put them in SASPAC to help use them in Geowise</i>
37	<i>we use a bespoke datazone based web application for a variety of geodemographic data</i>
38	<i>We use data from a variety of sources such as the ONS, GLA, London Health Observatory etc. We have Mosaic and use data from across Council departments</i>

Q12. Would you like SASPAC to provide access to more non-Census datasets (e.g. claimant counts, population estimates,...etc)? If 'yes', please specify:

No.	Would you like SASPAC to provide access to more non-Census datasets (e.g. claimant counts, population estimates,...etc)?
1	<i>All sources mentioned above would be useful to analyse in SASPAC</i>
2	<i>Any matching demographic/deprivation data. Deprivation index for example</i>
3	<i>As many different datasets as possible but only if the software is simplified.</i>
4	<i>As much as possible!</i>
5	<i>As much info as possible!</i>
6	<i>Claimant count, population projections</i>
7	<i>Claimant counts would be good, we currently use the GLA sheets and put them in a database to do better analysis</i>
8	<i>claimant counts, population estimates (split by component parts), household estimates (split by type)</i>
9	<i>household and population forecasts and any other population /development data not provided by NOMIS - eg house prices, household income, GVA at District level (probably unavailable but one can ask!)</i>
10	<i>huge list, components of change, mid year estimates, income data, migration from EU, claimant counts,</i>
11	<i>I have put yes mainly through intrigue. It would obviously depend on the usefulness of such datasets and whether this would be replication....ie of what ons produce already.</i>
12	<i>If updated regularly, Benefit Claimants at LLSOA would be useful</i>
13	<i>IMD</i>
14	<i>It has always been the intention locally to enhance the Census information with related ward based datasets that exist in relation to health matters, crime, and economic data.</i>
15	<i>It's a good idea but I'm not sure what data!</i>
16	<i>Maybe... The ability to download Excel files is preferred, and that is why I often use Neighbourhood Statistics for small snippets of data.</i>
17	<i>Need to see a demonstration in order to assess suitability</i>
18	<i>NeSS in particular</i>
19	<i>Non Census - population estimates, claimant counts, car registrations, health indicators relating to specific diseases, etc. Census - datasets from 1971, 1981, 1991 census</i>
20	<i>Only if it was a one-stop shop for a wide range of data and was more up to date than NeSS. (e.g. to use for Annual Monitoring Reports).</i>
21	<i>Only if SASPAC rewritten as above.</i>
22	<i>ONS annual datasets. DWP benefit datasets</i>
23	<i>Other population data, e.g. MYEs, SAPE estimates Labour market and economic data, incl. benefits, income/earnings Welsh Index of Multiple Deprivation Other socio-economic datasets</i>

No.	Would you like SASPAC to provide access to more non-Census datasets (e.g. claimant counts, population estimates,...etc)?
24	<i>pop est</i>
25	<i>popn estimates</i>
26	<i>Population datasets, any NeSS 'planning' data</i>
27	<i>population estimates and mid year estimates are useful (im aware the latter is available now). Useful to have one central point to access data.</i>
28	<i>Population estimates Claimants Birth data</i>
29	<i>Population estimates for different geographies</i>
30	<i>Population estimates, including LSOAs</i>
31	<i>Population projections and estimates</i>
32	<i>Population, IMD, benefits data</i>
33	<i>SASPAC would be an essential tool if it were to provide access to the non-census datasets described above, as well as other datasets which are available on the Local Futures- Local Knowledge application. It would be vital that there was a way to ensure that all information was updated as soon as new datasets were released though.</i>
34	<i>See above + use of NESS machine-to-machine transfer could be investigated</i>
35	<i>The more data in the same place would be easier, eg benefits, projections etc</i>
36	<i>Things like claimants counts and population estimates. Basically the main datasets that come from ONS on a regular (annual) basis.</i>
37	<i>unemployment, other benefits</i>
38	<i>We need to use experimental population estimates to create running census estimates year on year</i>
39	<i>Yes ... but only if SASPAC is fully supported locally.</i>

Q22. Would you be concerned if SASPAC was only available via the Internet in future? **Q23.** If yes, why?

No.	Q22. Would you be concerned if SASPAC was only available via the Internet in future? Q23. If yes, why?
1	<i>Because IT have to install the software on our machines now and if upgrades were only available on-line this is more difficult to co-ordinate. No concerns otherwise.</i>
2	<i>Because of network infrastructure</i>
3	<i>Concern that the degree to which System files/user defined areas created by individual users may be limited or non existant.</i>
4	<i>Delay in receiving response</i>
5	<i>Depends on whether we would still have the flexibility to create and save our own in-house command files etc and use these over the internet? Having it on the internet would solve the problems we have getting our ISG team to install new versions of the software each time.</i>
6	<i>does this mean running saspac over the internet rather than installed locally? There are times when internet connectivity is limited.</i>
7	<i>Flexibility may be reduced.</i>
8	<i>Generally find internet only services too basic for most needs beyond filling in a simple form or to get a simple dataset like Univariate data for example. No use for working with multiple datasets.</i>
9	<i>Harrow's Internet connections are currently not very stable</i>
10	<i>I prefer the flexibility of being able to work off-line. If the internet goes down, everything goes down.</i>
11	<i>I suppose this would be based on functionality - if it works well it would be ok.</i>
12	<i>I think that would be much better as it has proved difficult to keep uploading updates.</i>
13	<i>I would not want to be reliant on the efficiency of the internet when I need to use saspac.</i>
14	<i>If the connection is slow or we lose connection it would be extremely inconvenient. I like having on my desktop to be able to use whenever I need it. If it was on the internet could I still use the mapping software with my own data?</i>
15	<i>In general this could be a good idea. My only concern might be possible server down-time, whether at your side (in times of high demand, e.g. 2011 release) or ours - we occasionally have local network accessibility issues.</i>
16	<i>Internet connection not always stable and can be very slow at times</i>
17	<i>Internet is unreliable in terms of both access and speed. SASPAC can operate stand-alone and will operate at the pc's speed.</i>
18	<i>Multiple delivery channels are better than one.</i>
19	<i>Occasionally the Council experiences problems with internet connections when there is an IT problem meaning that we would be unable to use SASPAC until the problem was resolved. Furthermore, there may be issues with the Council's internet security system blocking the site, and also not all Council employees have internet access rights.</i>
20	<i>OK if you mean download from the internet but need to be able to run it locally on laptops etc</i>

No.	Q22. Would you be concerned if SASPAC was only available via the Internet in future? Q23. If yes, why?
21	<i>Our internet connection at the council is particularly slow and not always very reliable. Downloading large amounts of data / working on line could be particularly frustrating.</i>
22	<i>SASPAC as a stand-alone package works well. I am unsure how SASPAC available via the Internet would work</i>
23	<i>Security: I don't trust things to work flawlessly via the web. And I don't trust ONS to keep data available (and the same as it was last week). And I don't trust the 'network' to always be there.</i>
24	<i>somewhat reliant on good broadband connections/speeds ALWAYS being available</i>
25	<i>Too much restriction on downloads and installs on our local network</i>
26	<i>Too slow (see question 9!) Only kidding, but sometimes links can be slow and there may be problems downloading large files.....</i>
27	<i>what are the implications of Q22?</i>
28	<i>Would want to be able to use the software on a laptop and other machines not always attached to the internet</i>