

## Appendix B – Survey Results

### 1. Which of the following are you aware of as methods of consultation with The National Archives? (Tick all that apply)

On site User Forum	32%
'Your Views Matter To Us' form (on site)	33%
Comments, complaints and compliments form (online)	34%
Online User Advisory Panel	9%
On site surveys	23%
Online surveys	57%
None of these	35%
Other (please specify)	4%

### 2. Excluding this survey, have you ever taken part in any of the following user consultation processes run by The National Archives? (Tick all that apply)

On site User Forum	9%
'Your Views Matter To Us' form (on site)	10%
Comments, complaints and compliments form (online)	8%
Online User Advisory Panel	3%
On site surveys	10%
Online surveys	23%
I have not taken part in any consultation run by The National Archives	72%
Other (please specify)	3%

### 2a. What is the main reason that you have never taken part in one of The National Archives user consultation processes?

I am not a frequent enough user	17%
I have never felt the need	21%
I don't think there's is any point	4%
I was not aware of any of the consultation methods	52%
Don't know	5%

### 3. To what extent do you agree with the following statements about your experiences of giving feedback to The National Archives:

#### My feedback is taken on board.

Strongly agree	6%
Agree	18%
Neither agree nor disagree	59%
Disagree	8%
Strongly disagree	3%
N/A	6%

**My feedback is acted upon.**

Strongly agree	3%
Agree	12%
Neither agree nor disagree	65%
Disagree	10%
Strongly disagree	4%
N/A	6%

**I have enough opportunity to give feedback.**

Strongly agree	8%
Agree	25%
Neither agree nor disagree	47%
Disagree	11%
Strongly disagree	4%
N/A	4%

**5. What would be your preferred way of giving feedback?**

On site forums / meetings	4%
Online forums	5%
One to one contact	6%
Email	30%
Feedback form on the website	25%
Online or on-site surveys	26%
Other (please specify)	4%

**7. What is your primary purpose when using The National Archives services?**

Researching your family history	67%
Personal interest (non-family history)	9%
Formal education as a student	0%
Formal education as a teacher	1%
Postgraduate / academic research	12%
Legal matter	0%
Professional / independent researcher	7%
In connection with your employment (e.g. media / business)	2%
Other (please specify)	3%

**8. Do you use the National Archives website?**

Yes	95%
No	5%

**8a. How long have you been using The National Archives website?**

Less than 6 months	2%
6 months - 1 year	8%
1 - 5 years	47%
5 - 10 years	31%
More than 10 years	12%

**8b. How often do you visit The National Archives website?**

Every day	1%
At least once a week	16%
At least once a month	48%
At least twice a year	28%
At least once a year	4%
Less than once a year	3%

**9. Do you visit The National Archives on site at Kew?**

Yes	53%
No	47%

**9a. How long have you been using The National Archives on site services?**

Less than 6 months	3%
6 months - 1 year	12%
1 - 5 years	29%
5 - 10 years	20%
More than 10 years	35%

**9b. How often do you visit The National Archives on site?**

Every day	0%
At least once a week	8%
At least once a month	15%
At least twice a year	38%
At least once a year	18%
Less than once a year	21%