
Department for Culture, Media and Sport

May 2015
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Introduction

The Department for Culture, Media and Sport (DCMS) employs a small number of statisticians to produce statistics relating to its sectors¹, including:

- culture and sport
- the creative industries
- volunteering and charitable giving
- entertainment licensing
- exports of objects of cultural interest
- treasure and portable antiquities

Official statistics are fundamental to good government, to the delivery of public services and to decision-making. The Code of Practice for Official Statistics (The Code)², published in 2009 and implementing the Statistics and Registration Service Act 2007, sets out requirements which support “a unified statistical service that meets the needs of government and society and is both trustworthy and trusted”. DCMS is committed to the principles underlying The Code. This statement sets out how DCMS is complying with The Code and relevant policies in place within the department, it will up reviewed annually to ensure it is up to date and relevant.

All DCMS Official Statistics are prepared by or overseen by DCMS statisticians, who are accountable to the DCMS Head of Profession for Statistics and ultimately to the National Statistician. All DCMS outputs and accompanying documentation are published at: https://www.gov.uk/government/organisations/department-for-culture-media-sport/about/statistics

General enquiries about the statistical work of the Department for Culture, Media & Sport can be emailed to: evidence@culture.gsi.gov.uk.


¹ Seven Arm’s Length Bodies of DCMS are also producers of Official Statistics: Arts Council England; British Film Institute; English Heritage; Gambling Commission; Ofcom; Sport England; and Visit England.

Data management

Each statistical dataset used by the Department for Culture, Media and Sport in the production of Official Statistics will have a specified Data Manager. Their role is to ensure that the department manages its data resources in accordance with the best practice principles and standards set out in the National Statistics Code of Practice and its supporting Protocols; with the Statements and Policies which form part of this Compliance Statement; and in accordance with the department's statutory obligations. Data Managers will be supported in this role by the Head of Profession for Statistics.
Confidentiality and access

DCMS aims to protect data held by the department in order to fulfil legal obligations and The Code. Private information about individual persons (including bodies corporate) compiled in the production of official statistics is confidential, and is used for statistical purposes only. The Code also requires producers to maximise value from the data available. This section sets out DCMS policies to support these requirements.

Physical security

All staff working in the building DCMS is located in require security clearance and a pass to access the premises. Passes must be worn at all times. Any visitors must be accompanied by a member of staff at all times.

Information classified as “Official Sensitive” or above is kept in locked cabinets only accessible to authorised staff. Security reviews and inspections are regularly conducted to ensure that security procedures are followed.

Technical security

No confidential statistical data are held directly on laptops or other portable devices.

Transmission of micro-data is conducted either within a secure network, using a secure file transfer (sFTP) or using encrypted (password protected) media.

Organisational security

Individual Data Managers have responsibility for security and protection of data, including ensuring data are held securely and can only by accessed by appropriate staff members.

All staff are required to complete an Information Security Training Package so that that they know how to handle confidential data.

Disclosure security

Where necessary prior to publication we use data manipulation and/or statistical disclosure-control techniques to help ensure confidentiality, publications usually have a minimum cell count of five households or individuals.

Arrangements for providing controlled access to micro-data

Where micro-data is owned by a department or organisation other than DCMS, arrangements for access are in accordance with the Service Level Agreements, contracts or other confidentiality agreements between DCMS and the data owners.

Access to micro-data owned by DCMS is determined on a case by case basis determined by the guarantees given to the data suppliers or contributors is in accordance with statistical legislation
covering the collection of these data or with the appropriate principles for the collection and use of administrative data.

DCMS provide access to the Taking Part micro data through the UK Data Service\(^3\). These data are anonymised prior to being submitted to the UK Data Service.

DCMS may also provide micro-data to bona fide researchers e.g. in Local Authorities and other government departments. Data may be released under arrangements described in a Service Level Agreement, a Concordat or contract. In every case, there is a Data Access Agreement, and final approval is the responsibility of the Head of Profession. Full details of all authorised access to the organisation’s micro-data are available on request.

\(^3\) http://ukdataservice.ac.uk/
Quality strategy, principles and process

Principles

Statistical quality is defined as meeting users’ needs, with particular reference to the relevance, accuracy, timeliness, accessibility, comparability and coherence of the statistics collected, analysed and reported. Four principles underpin the delivery of statistical quality in DCMS:

1. Users are identified and dealt with in a spirit of consultation and responsiveness, and their needs prioritised and met within available resources.

2. Suppliers are respected and dealt with ethically, legally and effectively.

3. Methodologies, processes and practices are documented to the correct level of detail for their purpose, kept up to date and published.

4. Statistical processes and outputs are monitored and measured against standards with a view to their maintenance and improvement.

The definition and key components of statistical quality in DCMS are contained in Table 1 below.

Table 1: Dimensions of quality in statistics

<table>
<thead>
<tr>
<th>Definition</th>
<th>Key components</th>
<th>Users can expect:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevance</td>
<td>Any assessment of relevance needs to consider:</td>
<td>• Users will be appropriately consulted about their needs. DCMS will seek to review data collections and statistical outputs on an ongoing basis to ensure that they continue to meet user needs.</td>
</tr>
<tr>
<td></td>
<td>• who are the users of the statistics;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• what are their needs; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• how well does the output meet these needs?</td>
<td></td>
</tr>
<tr>
<td>Accuracy</td>
<td>Accuracy can be split into sampling error and non-sampling error, where non-</td>
<td>• Statistical publications will contain a full description of data quality issues relating to the release; and any impact that these have on analysis of changes over time.</td>
</tr>
<tr>
<td></td>
<td>sampling error includes:</td>
<td>• Comparisons between different groups will be transparent to a lay and expert audience.</td>
</tr>
<tr>
<td></td>
<td>• coverage error;</td>
<td>• Statistical publications will be fully compliant with the published Revisions Policy. All publications will have specific details as to how they are applying the Revisions Policy.</td>
</tr>
<tr>
<td></td>
<td>• non-response error;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• measurement error;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• processing error; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• model assumption error.</td>
<td></td>
</tr>
<tr>
<td>Accuracy</td>
<td>Accuracy for administrative data includes:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Completeness</td>
<td></td>
</tr>
<tr>
<td>Accuracy</td>
<td>For survey data: the closeness between an estimated result and the (unknown)</td>
<td></td>
</tr>
<tr>
<td>Accuracy</td>
<td>true value.</td>
<td></td>
</tr>
<tr>
<td>Accuracy</td>
<td>For administrative data sources: how well the</td>
<td></td>
</tr>
<tr>
<td>Accuracy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Information is recorded and transmitted. | • Timeliness of recording and transmission  
• Accuracy of recording of data items  
• Correct use of coding; and  
• Correct interpretation | • Survey data will be presented with full information on sampling variability; confidence intervals; response rates and other relevant criteria to allow users to make informed judgements on quality.  
• Administrative data will be published with details of how it is collected and any known limitations to allow users to understand its strengths and limitations. |
| --- | --- | --- |
| **Timeliness and Punctuality**  
Timeliness refers to the lapse of time between publication and the period to which the data refer.  
Punctuality refers to the time lag between the actual and planned dates of publication. | An assessment of timeliness and punctuality should consider the following:  
• production time;  
• frequency of release; and  
• punctuality of release. | • All publications will comply with the Code of Practice on pre-announcement dates of publications;  
• DCMS will publish Statistical releases as soon as possible after the relevant time-period;  
• Releases will comply with Protocol 2 of the Code of Practice. |
| **Accessibility and Clarity**  
Accessibility is the ease with which users are able to access the data. It also relates to the format in which the data are available and the availability of supporting information.  
Clarity refers to the quality and sufficiency of the metadata, illustrations and accompanying advice. | Specific areas where accessibility and clarity may be addressed include:  
• needs of expert and non-expert users;  
• consistency of standard in relation to revisions, rounding, data suppression and spreadsheet type;  
• assistance to locate information;  
• clarity; and  
• dissemination. | • Statistical publications will be made available in both word/excel and pdf formats via easy-to-use entry points, and cater for disabilities such as colour blindness and partial-blindness.  
• All publications will use plain English wherever possible.  
• All publications will contain contact details of a lead statistician. |
| **Comparability**  
The degree to which data can be compared over time and domain. | Comparability should be addressed in terms of comparability over:  
• time;  
• spatial domains e.g. sub-national, national, international; and | • DCMS will use harmonised concepts and definitions in statistical publications wherever they are available.  
• Any statistical publication which does not use harmonised definitions will clearly explain why the harmonised definition has not been used and any |
<table>
<thead>
<tr>
<th>Coherence</th>
<th>Coherence should be addressed in terms of:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- data produced at different frequencies;</td>
</tr>
<tr>
<td></td>
<td>- other statistics in the same domain;</td>
</tr>
<tr>
<td></td>
<td>- sources and outputs;</td>
</tr>
<tr>
<td></td>
<td>- coverage of different databases; and</td>
</tr>
<tr>
<td></td>
<td>- definitions and coding used for different databases</td>
</tr>
</tbody>
</table>

- As standard practice, DCMS will release related statistical publications on the same day in order to aid user understanding unless:
  - This would mean significant delay to one set of published figures in order to present the coherent set of releases
  - User Engagement suggests that separate releases on separate days would be preferable

- Where related statistics are published across several publications DCMS will make it clear to users where the related information can be found.

- Longer-term developments on coherence will be fully consulted with Users in line with our User Engagement Strategy.
Pre-Release Access

The phrase ‘pre-release access’ refers to the practice whereby official statistics in their final form, and any accompanying written commentary, are made available to an eligible person in advance of their publication.

The rules and principles that govern pre-release access are specified within the Pre-release Access to Official Statistics Order 2008.

Where pre-release access has been granted to DCMS statistics, a list of those individuals who receive access will be listed within the ‘statistical release’ page for that particular release.

Introduction

This statement is published in conformance with the Pre-Release Access to Official Statistics Order 2008, which was approved by Parliament under Section 11 of the Statistics and Registration Service Act 2007 and which came into effect on 1 December 2008.

This statement sets out the operational arrangements for giving eligible persons access to DCMS official statistics in their final form prior to publication.

These arrangements are designed to ensure that such access is justified, limited, controlled, publicised and complies with statutory requirements.

Their purpose is to balance the public interest in trust in official statistics with that of enabling those with policy responsibility to answer questions and provide responses at the time statistics are published.

Access to ONS statistics in their final form is carefully managed within the department. Once prepared for publication, ONS official statistics are marked ‘Official–Sensitive’ and placed in a controlled access information system. Access to the statistics is limited to those who make the arrangements for the release and prepare statistical commentary and answers to questions on statistical matters.

Exclusion

Different arrangements apply to Ministers and officials’ access to the organisation’s own administrative or management data where those data subsequently form the basis for published official statistics.

Authority

These arrangements have been drawn up by DCMS’s Head of Profession for Statistics, in consultation with the Permanent Secretary. The Head of Profession for Statistics is also responsible for ensuring the day-to-day implementation of these arrangements.
General principle

DCMS operates under the general principle that pre-release access to official statistics must be:

- limited to the minimum number of persons deemed necessary to allow the Minister to either:
  - provide responses to questions, or make statements about those statistics at, or shortly after, their time of publication;
  - take action just before, at, or shortly after the time of publication.
- allowed in circumstances where the public benefit likely to result from such access outweighs the detriment to public trust in official statistics likely to result from doing so.

Grant of advance access

The arrangements set out in this statement are confined to those persons who meet the eligibility criteria set out in Annex A (i) attached. Recipients can, in addition, share their access with their immediate administrative support staff even though those staff may not directly engage with the statistics in question. Their advance access is limited to statistics which meet the eligibility criteria set out in Annex A (ii) attached, and which are in their final form prior to being published for the first time.

Documentation and publication

In the interests of openness and transparency, DCMS publishes a pre-release access list alongside all official statistics publications. This list contains the names of all people who have been granted pre-release access to the release, along with the organisation they belong to.

Period of access

In line with the legislative rules, pre-release access to the organisation’s official statistics is restricted to a maximum of 24 hours before their public release on the following day – usually at 09.30.

In exceptional circumstances only, and in accordance with Principle 5 of the Pre-release Access to Official Statistics Order 2008, the Head of Profession for Statistics may grant pre-release access in excess of 24 hours. They will only do this if, in their opinion, the public benefit outweighs the detriment to public trust which is likely to result from such extended access. When this happens, the Head of Profession will publish on the DCMS website their reasons for granting extended access, and will also inform the Chair of the UK Statistics Authority and the National Statistician in advance of publication of the statistic in question.

Conditions of access

Those persons who are given access to DCMS’s official statistics ahead of their release must keep the statistics secure and under embargo, and they must abide by certain conditions of access. They must avoid:

- disclosing the statistics or any part of a publication containing those statistics to any person not listed as a pre-release recipient;
- providing any indication of the size or direction of any trend revealed by the statistics;
- using such access for personal gain, or taking any action for political advantage;
- exploiting such access to change or compromise the content, presentation, or timing of publication of official statistics.
Special circumstances

Aside from the circumstances described above, the Head of Profession may also allow access to statistics ahead of their release to a limited number of persons in a limited number of special circumstances, sometimes for more than 24 hours. In each case, such access will be documented in the relevant release. For example:

- access may be given to the compilers of complementary reports due to be published at the same time as, or shortly after the statistics so that they can incorporate the latest available figures. Such access may also be longer than 24 hours;
- international organisations may gain access in order to compile supra-national statistics;
- journalists may be given access to complex or compendia releases in order to give them time to absorb and understand the significance of a given release. Such access, however, will never exceed 24 hours.

Breach of conditions of release

In the event of a breach of the principles and rules set out in the legislation and described in this Statement, the Head of Profession for Statistics will notify the UK Statistics Authority’s Chief Executive (the National Statistician) as well as the Authority’s Head of Assessment; take action to prevent a recurrence; and provide the Authority with a written explanation.

The National Statistician may decide to conduct an inquiry on behalf of the Authority, the results of which will be posted on the Authority’s website.

Sanctions against non-compliance

DCMS’s Head of Profession for Statistics may, permanently or temporarily, withdraw pre-release access from any person judged to have breached the conditions of their access.

In addition, a heavier sanction can be imposed by the UK Statistics Authority which has a statutory duty to assess the extent to which any organisation’s ‘National Statistics’ comply with the Pre-release Access to Official Statistics Order 2008 and with the associated obligations set out in this Statement. The Authority can, for instance, challenge an organisation where it considers that pre-release access is not justified or where an organisation is failing to conform with these arrangements. It can also withdraw, or consider withdrawing, ‘National Statistics’ designation from the statistics in question.

In the event of any such challenge or any such withdrawal the Head of Profession will publish the Department for Culture, Media & Sport’s response on the Department for Culture, Media & Sport website: https://www.gov.uk/government/organisations/department-for-culture-media-sport/about/statistics.
Notes

(a) Pre-release access

In the context described above, the phrase 'pre-release access' covers privileged access to statistical releases in their final form prior to being placed in the public domain. It does not cover pre-release access available to:

- those staff intimately engaged in the process of producing and disseminating the statistics in question (including those responsible for overseeing this process);
- those persons requested by the producers to quality assure the statistics before their public release.

(b) Heads of Profession for Statistics

Organisations which employ a large number of official statisticians, or produce a large number of official statistics will normally appoint a Head of Profession for Statistics, in consultation with the National Statistician. As well as being accountable to the Secretary of State for Culture, Media & Sport and departmental line-managers, Heads of Profession are responsible to the National Statistician for the professional integrity of the statisticians they manage, and for the quality of the statistics which those statisticians produce. In particular they are responsible for observing the UK Statistics Authority’s Code of Practice for Statistics as well as any professional standards set by the National Statistician.

The Department for Culture, Media & Sport’s Head of Profession also has a responsibility to provide advice and guidance on statistical issues to the following DCMS bodies:

- Arts Council England
- British Film Institute
- English Heritage
- Gambling Commission
- Ofcom
- Sports England
- Visit England
Annex A: Criteria for granting pre-release access

(i) Categories of persons within government to whom the Department for Culture, Media & Sport would normally grant pre-release access....

- Those Ministers who have policy or operational responsibility for a particular subject-matter covered by a statistical release; who are accountable to Parliament and the electorate for their stewardship of that policy; and who may need to respond to questions about the statistics, or take appropriate action, at the time of release of those statistics;
- Those Chief Executives who have operational responsibility for a particular activity covered by a release, and who are accountable for their stewardship of that activity to Ministers, and through them to Parliament; and who are in a similar position to those Ministers described above;
- The top Departmental or Agency officials with ultimate responsibility for formulating, developing, maintaining, monitoring or implementing that policy;
- Other Departmental or Agency officials who have been assigned the specific responsibility to brief Ministers or Chief Executives about the statistics in question (e.g. Special Advisers, Policy Advisers, Analysts);
- Departmental Press Officers responsible for managing Ministers’ interface with the media with respect to the policy or statistics in question.

(plus any immediate ancillary staff who support the above)

(ii) Categories of statistical release to which the Department for Culture, Media & Sport would normally grant pre-release access.....

- Releases which incorporate statistics which are used to monitor or measure the government’s performance (either generally, or against formal targets);
- Releases which have the potential to impinge substantially on the formulation, implementation, or monitoring of government policy;
- Releases which have the potential to inform, or impact on, decisions about the allocation of public funds;
- Releases which have, demonstrably and historically, had a high public profile (i.e. regularly generate column inches in the print media or regularly attract the attention of the broadcast media) and on which Ministers or Chief Executives with responsibility for the subject-matter might reasonably be expected to comment at the time of release;
- Releases which incorporate statistics derived from other departments’ or agencies’ administrative or management systems, and for which Ministers or Chief Executives in those other departments have ownership and operational responsibility.
- Compendia publications (e.g. Social Trends, Regional Trends, etc which often include data which has already been released) or complex publications which have been made available to the media in advance of their public release, and under embargo, in order to give journalists time to absorb and understand their contents.
- Releases which cover matters of wide public interest.
Statement of administrative sources

Background

Official statistics published by the Department for Culture, Media and Sport (DCMS) are based on two main sources: data gathered from the Taking Part Survey, and data from administrative or management systems.

Where possible, DCMS uses data from DCMS’ ALBs and from other organisations in the production of official statistics. By exploiting these sources DCMS is able to avoid collecting data afresh and is able to limit the overall burden placed on data providers, and also avoid the costs of dedicated data collection exercises. When new data collections are proposed, any data that are available within DCMS and data available from ALBs and other organisations are considered first.

The UK Statistics Authority actively encourages public bodies to exploit administrative and management sources for statistical purposes. However the Authority recognises that the statistical advantages of such arrangements can only be fully realised if statisticians have appropriate access to such systems; if statistical purposes are reflected in the design, management, and development of such systems; and if adequate safeguards are put in place to ensure the professional integrity of any official statistics derived from them.

In order to maintain relevance of the information in the Statement of Administrative Sources and ensure it is accurate and up-to-date, this document will be reviewed on an annual basis.

Code of Practice for Official Statistics Requirements

The Authority's main requirements are set out in the third Protocol attached to the Code of Practice for Official Statistics. This Protocol requires all producers of official statistics to publish, in consultation with the National Statistician, a ‘Statement of Administrative Sources’ which lists:

- a. The administrative systems currently used in the production of official statistics.
- b. Procedures to be followed within the organisation to ensure that full account is taken of the implications for official statistics when changes to administrative systems are contemplated.
- c. Information on other administrative sources that are not currently used in the production of official statistics but have potential to be so used.
- d. Arrangements for providing statistical staff, whether inside the producer body or elsewhere, with access to administrative data for statistical purposes.
- e. Arrangements for auditing the quality of administrative data used for statistical purposes.
- f. Arrangements for ensuring the security of statistical processes that draw on administrative data.

DCMS plans to review procedures around the current use of administrative data and potential to exploit and develop admin data sources in future (see below). Admin data procedures will be reviewed in future years before each annual updating of the DCMS Statement of Administrative Sources.

Common Procedures and Policies
For all the Administrative Data Sources used to produce DCMS official statistics there are a number of common procedures and policies. These are summarised below.

**Access to data**

DCMS receive data from ALB’s and other organisations systems for producing statistics.

**Involvement in changes to systems**

Partners (including ALBs) who supply admin data are aware and understand DCMS use of their admin data in the production of official statistics and notify DCMS of any proposed changes to the admin systems which would affect the production of these statistics.

**Audit of data quality**

The statistics team in DCMS provides support to producers of official statistics within DCMS to ensure processes are in place to check the accuracy of admin data received. The DCMS statistics team works in partnership with admin data suppliers external to DCMS (for example, ALBs) to ensure data quality is maintained to the standards required for the production of official statistics.

**Confidentiality and security**

DCMS statisticians provides guidance to DCMS producers of official statistics to ensure that data processes using admin data are secure and, for example, meet the same standards which apply to processing survey data.

DCMS statistical publications suppress data where information is not already in the public domain and there is evidence that small numbers could lead to the identification of an individual or business. The minimum cell count is usually five unless specified otherwise (e.g. by data providers).

Statistical data are maintained in line with DCMS’s data security policies. In particular, micro-data held by DCMS has access limited to named individuals. See the data management policy for more details.

**DCMS Statement of Administrative Sources – spread sheet list**

The accompanying spread sheet describes:

1. The administrative/management sources which DCMS currently uses to produce official statistics.
2. Sources within DCMS that have the potential to be used more fully.

The National Statisticians Guidance on “Use of Administrative or Management Information” sets out in Annex A particular details that should be documented and published for each data source. This information has been duplicated here so that the reader understands what is documented in the spread sheet.

**Collection** – a short outline of the process through which the system’s underlying ‘raw data’ are captured.

**Application** – a description of each of the main applications/uses to which the administrative/management data are put before they are transformed into official statistics (for example, operational monitoring, resource allocation, or performance measurement).
Access and dissemination – a summary of the arrangements put in place for sharing and disseminating the administrative/management data, either inside or outside the organisation, during the period before they are converted into official statistics – whether via a hardcopy, an intranet, access to a database, or whatever. The details provided should cover the range, nature and timing of such access.

Non-statistical publication – a summary of any exceptional arrangements made for placing the administrative/management data in the public domain during the period before they are converted into official statistics. This should cover the reason for such publication and the nature and timing of it.

Statistical publication – a listing of each of the ‘official statistics’ or ‘National Statistics’ series derived from each system.

Synergies – a mapping which explains the relationship between any public manifestations of the administrative/management data, and any subsequent statistical releases or publications.

Planned Development of Administrative Data Sources

Sources outside DCMS, particularly those held by ALBs have the potential to be used more fully.

A number of ALB initiatives have opened up or are in the process of opening up admin data sources. The plan includes reviewing the potential use of the wide range of admin data sources held by ALBs, identified and documented as part of the DCMS Open Data Strategy (published June 2012). The DCMS Open Data Strategy is available at: https://www.gov.uk/government/publications/dcms-open-data-strategy.

Alongside this ‘Statement of Administrative Sources’, DCMS is developing a plan outlining how administrative sources (both within DCMS and outside) will be exploited and developed, to derive maximum benefit from them and to minimise the burden placed on survey respondents.
Revisions


DCMS aims to avoid revisions to publications unless they are absolutely necessary, and puts systems and processes in place to minimise the number of revisions.

Within our statistical publications revisions will only occur when there are strong statistical grounds for them. There are three main reasons for statistics revisions:

- changes in statistical methodology to improve accuracy and measurement;
- receipt of further data which alters our understanding of previous periods;
- errors in statistical systems, processes or data collection.

Handling of revisions

DCMS policy is to be transparent with users about revisions including when they have occurred and what the impacts of any revisions are.

Changes in statistical methodology

For changes in statistical methodology DCMS will, where possible, consult with users before making changes that affect the statistics. DCMS will also consult users on options for maintaining a consistent time-series where relevant, even if this involves revising previously held data.

When revisions are made, these will be made as part of a regular publication and details of any revisions and their impact on estimates will be published alongside the publication.

Receipt of further data

All administrative systems can by their nature be updated, meaning that new information can be added that relates to a period already published. Each relevant publications will set out how publications will be revised in these circumstances. Revisions would normally be made in the next planned publication following receipt of any further data.

Errors in statistical systems and processes

Occasionally, errors will occur in our statistical processes. DCMS makes every effort to avoid these and continually reviews processes and procedures to minimise this risk. However, when errors do occur data will be revised.

For a quarterly data collection DCMS will normally revise the data in the following quarter’s publication. For an annual data collection DCMS will normally revise statistics as soon as possible, should an error be spotted.

All major revisions will be stated in a revisions history or technical note on the relevant release webpage. The revision history will state each of the changes, why the revision has been made, and the date the revised version was published. It will also list the impact of the changes, and to what extent they have affected the results. Web versions of any current publications affected will be revised.
It is not in the revisions policy to revise data that was published prior to a previous release. Only the current release or the previous release will be revised, and all longer time series data will remain unchanged, unless specifically stated.

**First Releases**

Unless stated, all releases are treated as final releases, not provisional data. There are no planned revisions to national and official statistics released by DCMS. Detailed below is the policy on revisions for each DCMS major National and Official statistics release.

**Alcohol, Entertainment and Late Night Refreshment Licensing (National Statistic)**

This collection has operated the DCMS revisions policy since it began in 2006/07. Details can be found within the technical annex of each statistical bulletin. Revisions can be caused by errors in the production process, or anomalies flagged up by Licensing Authorities. After the release any revisions which need to be made are recorded in a revision history, which is published alongside the statistical bulletin. To date, this has only been required in the 2006/07 collection. In each year the data collection exercise has highlighted some errors and anomalies in a small number of previous years’ returns. However, unless significant, it is the revisions policy that no amendments are made to previously published figures. The exception to this are remodelled estimates, because the modelling methodology uses figures previously submitted, so if Licensing Authorities inform DCMS of amendments, these correct figures need to be used to provide more accurate modelled estimates. Full details of the modelling work can be found in the technical annex in the statistical bulletin, which can be found here: [https://www.gov.uk/government/collections/alcohol-entertainment-late-night-refreshment-licensing-statistics](https://www.gov.uk/government/collections/alcohol-entertainment-late-night-refreshment-licensing-statistics).

**Taking Part: England's Survey of Culture, Leisure and Sport (National Statistic)**

Revisions are made to the rolling annual estimates from the Taking Part survey if new population data becomes available from the Office for National Statistics (ONS). If this is the case, the new population data will be matched to the survey data from that period to revise the participation figures for that period. Any revisions made are clearly stated in the release.

Any revisions that occur as a result of errors in statistical processes (including human error) will be included in the following quarter’s release in the case of the rolling annual dataset. In the case of the annual Taking Part release, revisions will be made as soon as possible after the release if major errors are found. Any necessary revisions will be clearly stated in the release.

Few major revisions are generally necessary for the Taking Part releases, because to ensure the comparability of the results from different years, the methodology and framework remain very similar over time. Any revisions that are made are clearly communicated to users via the technical and accompanying notes for each release on our website.

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4 Not all DCMS official statistics are noted here. For the revisions policies of other Official Statistics please see each individual publication release for full details.
Creative Industries Economic Estimates

As far as possible National Statistics sources are used as the basis for these estimates to ensure consistency and hence comparability between sectors. The estimates are calculated using the latest available source data and therefore follow the revisions policy of these (normally ONS) data sources. This usually means that a new annual release of the estimates not only updates the series with data for a new reference year from ONS, but also incorporates any revisions to the data from the previous year. However, because maintaining a consistent time-series is a key element of the publication, any necessary revisions to the longer-term historical series are always incorporated.

The framework for measuring the Creative Industries was set following public consultation, and cross-industry collaboration overseen by the Creative Industries Council. This classification is based on capturing data on industries which are employing people in creative jobs. Any changes to the classification will be undertaken with consideration of the changes to the Standard Industrial Classification (SIC) structure, and changes in the industries employing those in creative occupations. Major revisions are noted within each year’s report, and on the release page a date is provided for when the latest revision took place.


Revisions Policies for Individual Releases

For further details of the revisions policies for individual publications, please refer to the publications themselves.
Customer service and engagement

Customer Service Commitment

The Department for Culture, Media & Sport will publish timely, relevant, high quality statistics in line with the Code of Practice for Official Statistics. Our commitment to the customers of our statistics is:

- To publish our statistics on the time and date pre-announced;
- To publish all statistics in line with the Code of Practice for Official Statistics and the DCMS Statistical Policies and Procedures;
- To be transparent when we are unable to meet any of these commitments;
- To give open and easy-to-use routes to allow customers to supply us with their views and opinions;
- To respond quickly and accurately to questions and enquiries from our customers;
- To consult with customers on developments and changes to our statistics methodologies; publications or publication processes;
- To consult with both internal and external customers on our statistical work plan;
- To respond in a timely manner to any complaints from customers.

Customer Engagement Policy

Our customers can be categorised as being from the following groups:

- Ministers and policy makers within DCMS;
- Policy makers within Government;
- Academics;
- Expert external special interest and pressure groups;
- Media and commentators;
- the public

Our engagement policy recognises that these customers will have different needs and in the case of internal customers within the department is through more direct contact. However, our engagement strategy is set out to ensure that on key developments to our statistics, there are transparent and clear processes allowing for views from both internal and external customers.

Access to our statistics and engagement with our users is usually through the statistical pages of the DCMS section of the GOV.UK website. However, transparency of publication, policies and procedures is not enough and we will recognise the differing needs of different users:

- some users simply require quick and easy access to the latest statistics;
- for some users, their requirement is to be informed of the publication of the latest statistics and developments relevant to them;
- other users wish to be fully consulted on developments in our statistics either in terms of methodology, publication or use;
• finally some users wish to be **fully involved** in steering the statistical work programme and ensuring their needs are met by the programme of work.

Our customer engagement policy recognises all these different needs and seeks to establish ways of engaging users which recognises all their different needs. The main forum for providing information to customers will continue to be the DCMS section of the GOV.UK website.

The main method for users to contact DCMS is by e-mail to evidence@culture.gov.uk or TakingPart@culture.gsi.gov.uk. Contact telephone numbers for specific releases are provided on each statistical release.

**Access to statistics – routine publications**

Routinely produced statistics are available free of charge on the DCMS website at [https://www.gov.uk/government/organisations/department-for-culture-media-sport/about/statistics](https://www.gov.uk/government/organisations/department-for-culture-media-sport/about/statistics).

In accordance with the code of practice we try to announce the month of release of these statistics at least 12 months in advance and will always announce the exact date at least 4 weeks in advance. All published statistics are published at 9.30am on the scheduled day unless otherwise announced.

Our Statistics will be published in a timely manner and in line with the following policies:

- The DCMS Statement of Compliance on Pre-Release Access
- The DCMS Statement on Quality Policy and Procedures
- The DCMS Statistical Revisions Policy

**Format of Releases**

Publications will primarily be made available in two main formats:

- Adobe Acrobat (pdf file) and Microsoft Word
- Microsoft Excel

Some releases are now also published in html format.

Our publications comply with the GOV.UK website aims on accessibility, i.e. to be as accessible and usable as possible for every user, as stated at: [www.gov.uk/help/accessibility](http://www.gov.uk/help/accessibility).

If you require a document in an alternative format such as audio, braille or large print, then please contact us at evidence@culture.gov.uk. A charge may apply for formats not routinely used; individuals will be made aware of any charges.

**Access to information not in scheduled publications**

All statistical publications will contain a contact email address and contact telephone numbers. Media enquiries regarding the contacts of a specific release should be directed to the DCMS Press Office.

All other users should use the telephone number or email address provided on the Release.
When users require statistics not contained in existing Department for Culture, Media and Sport statistical publications they should contact DCMS and we will advise. Requests can also be made under the Freedom of Information (FoI) Act. Our service in this will be fully compliant with the FoI Act, and where information cannot be disclosed, individuals will be advised of this fact in accordance with the FoI Act.

Request for more information should be made by email to evidence@culture.gov.uk.

More information on Freedom of Information enquiries can be found on our website: www.gov.uk/government/organisations/department-for-culture-media-sport/about/publication-scheme. Emails can be sent to foi@culture.gsi.gov.uk.

**Information on and developments to statistics**

The primary vehicle will remain the statistical pages of the DCMS section of the GOV.UK website. However users can also be kept up to date on Taking Part by joining our email distribution list here.

Information on consultations, updates to the publication schedule, and changes to our policies and procedures will be publicised on the relevant page of the DCMS section of the GOV.UK website. DCMS also publish an annual statistics work plan and welcome feedback from users on the content and priorities.

The Department consults on all major developments to our statistics. These consultations will be published alongside the statistical releases. The decision to consult with users is solely on the authority of the DCMS Head of Profession for Statistics. DCMS will undertake consultations when:

- we wish to make significant changes to the content of our publications;
- we wish to make significant changes to the method of publication;
- we wish to make major methodological changes to the production of our statistics;
- we wish to make significant changes to how we publish our statistics (for example merging of several-related publications into a single publication on one day).

**Complaints**

If for any reason you feel that the service you receive from the Department for Culture, Media and Sport has fallen below the standards you expect; or has not lived up to the statements made in our policies and procedures, then please contact us so we can investigate. Complaints should be addressed initially to the Head of Profession for Statistics the Department for Culture, Media and Sport.

Where the nature of the complaint relates to information provided under the Freedom of Information Act, the Department will review and respond in line with the internal review process set out under the Freedom of Information Act.

If however, your complaint relates to any other aspect of service, then the Head of Profession for Statistics will send confirmation of the receipt of your complaint within five working days and aim to provide a full response within twenty working days. If it is not possible to provide a full response within these time periods you will be advised accordingly.
On receipt of a complaint we will:-

- Regard it seriously;
- Treat it in confidence;
- It will be dealt with independently and without favour;
- Resolved promptly;

Complaints can be made either in writing or by e-mail. Please provide as much relevant information as possible to ensure that it is dealt with promptly and accurately. Complaints can be made online at: https://www.tools.culture.gov.uk/contactus/contactus.aspx or addressed to:

Mary Gregory  
Head of Profession for Statistics  
4th Floor  
100 Parliament Street  
London SW1A 2BQ  

Email: mary.gregory@culture.gov.uk.

If you are still not satisfied, and the issues relates to the Code of Practice for Official Statistics, then you can refer your complaint to the UK Statistics Authority. The can be contacted at:

UK Statistics Authority  
1 Drummond Gate  
London SW1V 2QQ  

E-mail: authority.enquiries@statistics.gsi.gov.uk  
Website: http://www.statisticsauthority.gov.uk/

**Reporting of progress and of complaints**

The Head of Profession for Statistics is required to submit reports to the National Statistician on many issues, including engagement with customers, complaints and progress in implementing UK Statistics Authority Recommendations.