

HMRC Statistics: Continuous User Engagement Strategy

This paper sets out the 'HMRC Statistics: Continuous User Engagement Strategy'. It will be reviewed and updated on a regular (annual) basis and any changes and updates to it published accordingly.

In terms of user feedback there are several channels through which users can approach our producers:

- Our main official statistics feedback form: <http://www.hmrc.gov.uk/statistics/feedback.htm>;
- Our releases show specific contact details for producers, and in addition all our key producers details can be found here: <http://www.hmrc.gov.uk/statistics/contacts.htm>;
- Some of our statistical releases also have specific registration forms for users, for example: <http://www.hmrc.gov.uk/statistics/inheritance.htm#1>; and
- There are general HMRC contacts here: <http://search2.hmrc.gov.uk/kb5/hmrc/contactus/atoz.page?titleletter=a>.

Where the feedback does not go direct to a producer, it is given to the producers through a central collection point. All producers maintain a rolling process of continuing improvements with their statistics, acting on feedback as it develops for their next releases.

Producers also regularly carry out user consultations on their releases. The feedback from the consultations is reviewed by the specific producers and acted on in their next releases. For transparency we aim to publish the summary level results and actions taken as a result.

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