

## **Statistical notice**

# Ministry of Justice Customer Service and Engagement Statement

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# Statistical notice – Customer Service and Engagement Statement

The Ministry of Justice provides accurate, timely, user friendly and easily accessible; National and Official Statistics. This document sets out Ministry of Justice statistics policies and procedures on:

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## **Customer Service Commitment**

The Ministry of Justice will publish timely, relevant, high quality statistics in line with the Code of Practice for Official and National Statistics. Our commitment to the customers of our statistics is:

- a) To publish our statistics on the time and date pre-announced;
- b) To publish all statistics in line with the Code of Practice for Official Statistics and the Ministry of Justice's Statistical Policies and Procedures;
- c) To be transparent when we are unable to meet any of these commitments;
- d) To give open and easy-to-use routes to allow customers to supply us with their views and opinions;
- e) To respond quickly and accurately to questions and enquiries from our customers;
- f) To consult with customers on developments and changes to our statistics methodologies; publications or publication processes;
- g) To consult annually with both internal and external customers on our statistical work plan;
- h) To ensure independent scrutiny of the work plan;
- i) 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 Ministry of Justice;
- 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 Ministry of Justice 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 and an independently-chaired Panel to support the Chief Statistician in balancing these differing needs.

Access to our statistics and engagement with our customers is usually through the statistical pages of the Ministry of Justice 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** 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 primary mode for providing information to customers will continue to be the Ministry of Justice website. You can be made aware of updates through following the Ministry of Justice on Twitter. However, we are now inviting users to join an email distribution list which will supply users with all the latest information relating to MoJ Statistics;

You can join by emailing your name and email address to [statistics.enquiries@justice.gsi.gov.uk](mailto:statistics.enquiries@justice.gsi.gov.uk)

The main method for customers to contact the Ministry of Justice is also by email to [statistics.enquiries@justice.gsi.gov.uk](mailto:statistics.enquiries@justice.gsi.gov.uk)

Contact telephone numbers for specific releases are provided on each statistical release.

For major issues which require a full and inter-active debate with users in public then the Ministry of Justice will hold public meetings. There will be a minimum of 1 public meeting a year to debate the Ministry of Justice's annual statistical work plan.

### **Access to statistics – routine publications**

Routinely produced statistics are available free of charge on the Ministry of Justice website at [www.justice.gov.uk/publications/statistics.htm](http://www.justice.gov.uk/publications/statistics.htm). In accordance with the code of practice we will announce the month of release of these statistics at least 12 months in advance and 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 Ministry of Justice Statement of Compliance on Pre-Release Access
- The Ministry of Justice Statement on Quality Policy and Procedures
- The Ministry of Justice Statistical Revisions Policy

These are all available at

[www.justice.gov.uk/publications/statistics-policy-procedures.htm](http://www.justice.gov.uk/publications/statistics-policy-procedures.htm) .

Publications will primarily be made available in two main formats:

- Adobe Acrobat (pdf file)
- Microsoft Excel

Our publications will comply with the Ministry of Justice's Internet Accessibility policies.

Requests for the information in different formats may be able to be made available on request from:

[statistics.enquiries@justice.gsi.gov.uk](mailto:statistics.enquiries@justice.gsi.gov.uk)

A charge may apply for formats not routinely used; individuals will be made aware of any charges and asked to confirm their willingness to pay prior to commencement of the work.

### **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 Ministry of Justice Press Office.

All other users should use the statistical advice telephone number or email address provided on the Press Release.

Telephone numbers will not relate to a specific individual in order to provide a full service when named individuals are not available. Enquiries will be covered on these numbers Monday to Friday 9am to 5pm (excluding Public Holidays).

When users require statistics not contained in existing Ministry of Justice statistical publications, requests will normally be treated under the Freedom of Information Act. Our service in this will be fully compliant with the Freedom of Information (Fol) Act, and where information cannot be disclosed, then individuals will be advised of this fact in accordance with the Fol Act.

All such enquiries should be addressed by email to

[statistics.enquiries@justice.gsi.gov.uk](mailto:statistics.enquiries@justice.gsi.gov.uk)

or through the central Freedom of Information team at

[data.access@justice.gsi.gov.uk](mailto:data.access@justice.gsi.gov.uk)

Ministry of Justice  
Data Access and Compliance Unit  
Postal Point 6.25, Floor 6  
102 Petty France  
London  
SW1H 9AJ

### **Information on and developments to statistics**

The primary vehicle will remain the statistical pages of the Ministry of Justice website. However, users can also be kept up-to-date and notified of developments to our statistics by joining our email distribution list, which will give regular information details on the latest statistics, new consultations, updates to the publication schedule, changes to our policies and procedures.

Any user can join by sending your name and email address to [statistics.enquiries@justice.gsi.gov.uk](mailto:statistics.enquiries@justice.gsi.gov.uk)

Your details will remain confidential personal only to the compiler of the regular updates and will not be used by Ministry of Justice for any other purpose, nor passed on to any other authority without your explicit and informed consent.

### **Consultation on statistical developments**

The Ministry of Justice consults on all major developments to our statistics. These consultations will be communicated via the [Statistics Topics for Comment](#) section of the MoJ website.

The decision to consult with customers is solely on the authority of the Ministry of Justice's Chief Statistician. Our consultations will be for a minimum of six weeks and a maximum of 13 weeks depending on the nature of the consultation. Ministry of Justice 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);
- deciding on the contents of our annual statistical work plan.

Users who subscribe to our email information service will also receive notification of consultations through our regular email updates.

Throughout the year, we will remain in contact with expert users in the relevant fields through:

- the British Society of Criminology and
- the Royal Statistical Society.

### **Consulting on the annual statistical workplan**

The Ministry of Justice, in line with the Code of Practice for Official Statistics, will consult annually with customers on our Statistical Work plan. Under the Code of Practice it is the duty of the Chief Statistician to undertake the following considerations

- to ensure the work plan reflects the needs of all customers both internal and external to the Ministry of Justice
- to balance the needs of customers with the cost and burden on suppliers.

In order to provide assurance on this process and how these decisions will be made, an independently-chaired panel will be appointed each year to oversee the process. This panel will consist of external and internal customers, suppliers and representatives from the UK Statistical Authority. This consultation will run to the following timetable each year:

**November** – the Chief Statistician reviews all feedback during the year from customers; forthcoming demands from within the Ministry of Justice and other customer demands. The Chief Statistician prepares a set of proposals and/or options for consultation with users. These plans will be reviewed by an independently-chaired advisory panel;

**December** – publication of the Chief Statistician’s proposals and options;

**January** – open public meeting with customers to discuss the proposals;

**February** – consultation closes

**March** – the Chief Statistician prepares the response to the consultation. This response is scrutinised by the independently-chaired advisory panel who will have full access to all consultation responses.

**April** – the Chief Statistician publishes the annual statistical work plan.

## **Responding on consultations**

The Ministry of Justice will respond to every consultation providing a summary of all responses; the way forward which will be taken and the rationale for the decisions on the way forward.

The Ministry of Justice response to all consultations on statistics will be published on the statistics pages of the Ministry of Justice website. Users who have subscribed to the email notification service will receive updates through the regular information mails.

## **Complaints**

If for any reason you feel that the service you receive from the Ministry of Justice 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 Chief Statistician in the Ministry of Justice.

Where the nature of the complaint relates to information provided under the Freedom of Information Act, the Ministry of Justice 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 Chief Statistician 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 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

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 in writing, by fax or email. Please provide as much relevant information as possible to ensure that it is dealt with promptly and accurately.

**To: Iain Bell  
Chief Statistician  
Ministry of Justice  
9<sup>th</sup> Floor,  
102 Petty France,  
London,  
SW1H 9AJ**

Email [iain.bell@justice.gsi.gov.uk](mailto:iain.bell@justice.gsi.gov.uk)



The address for the UK Statistics Authority is

**UK Statistics Authority  
Statistics House  
Tredegar Park  
Newport  
South Wales  
NP10 8XG**

### **Reporting of progress and of complaints**

The Chief Statistician 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.

The Chief Statistician will submit reports on progress, complaints and resolutions every 6 months in April and October. These reports will be published on the Ministry of Justice website.