

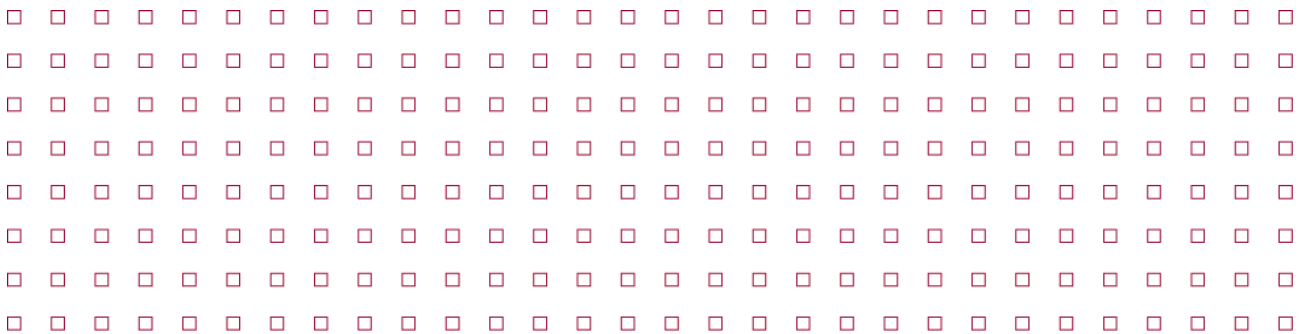


Ministry  
of Justice

# Ministry of Justice Statistical policies and procedures

## Customer Service and Engagement Statement

November 2016





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**Customer Service and Engagement Statement**

## Introduction

The Ministry of Justice aims to provide a high quality and transparent statistical service covering the whole of the justice system to promote understanding and trust. This statement sets out our policies for meeting this aim, including how we engage with users of our statistics and how our users can respond to the service we provide, with references to the Code of Practice for Official Statistics provided where relevant. This statement will apply to the Ministry of Justice and the following Ministry of Justice sponsored executive agencies, non-departmental public bodies and arm's-length bodies:

- National Offender Management Service
  - Her Majesty's Prison Service
  - National Probation Service
- Her Majesty's Court and Tribunals Service
- Legal Aid Agency
- Office of the Public Guardian
- Youth Justice Board for England and Wales
- Sentencing Council for England and Wales

It is one of five statistical policy statements explaining our statistical policies and procedures. The other statements are:

- Quality strategy, principles and processes
- Statement of administrative sources
- Statement of compliance with Pre-release Access Order 2008
- Revisions policy

These statements are located, along with this statement, at <http://www.gov.uk/government/statistics/ministry-of-justice-statistics-policy-and-procedures>.

Our customer service and engagement strategy has been developed around our vision and core objectives.

### Our vision

- Continue to be the experts for statistics and analytical advice on the justice system.
- Our statistical products are timely, relevant and produced to the highest standards.
- We have a single environment for access to a wide range of justice data.
- We have a reputation for delivering a quality service which is progressive and innovative.
- Our customers make effective use of our products and analysis.

## **Core Objectives**

We aim to deliver a service in line with our four core objectives:

- Provision of data which are accessible, consistent and fully documented.
- Production of statistics which clearly communicate the story and meet users' needs.
- Provision of analysis which is timely and based on robust methodology.
- Building capacity, capability and engagement.

We will review this customer service and engagement statement annually and publish a revised version when changes are made.

## Customer Service Commitment

The Ministry of Justice is committed to publishing timely, relevant, high quality statistics in line with the Code of Practice for Official 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 give open and easy-to-use routes to allow customers to supply us with their views and opinions;
- d) To respond quickly and accurately to questions and enquiries from our customers;
- e) To consult with customers on developments and changes to our statistics methodologies; publications or publication processes;
- f) To respond in a timely manner to any complaints from customers;
- g) To be transparent when we are unable to meet any of these commitments.

## User Engagement Policy

To continue to provide relevant and timely statistics we aim to engage with our users by understanding their needs and responding to changing requirements.

Our User Engagement Standard is the minimum standard expected for user engagement by our statistical producers.

This requires statistical producers to:

- Know their users
- Talk with key stakeholders regularly
- Review outputs regularly
- Share successes on user engagement

### Know our users

Our users are from a diverse range of backgrounds and have varying needs. They can be categorised as being from the following groups:

- Ministers, policy makers and analysts within Ministry of Justice and other government departments;
- Parliament, including MPs and House of Lords;
- European and other international bodies, eg Eurostat, Council of Europe
- Academics, researchers and students;
- Expert external special interest and judicial reform organisations;
- Media and commentators;
- the public

For each statistical output, we will maintain a log of users from user requests and other contacts and keep it under review.

### Talk with our users

Our engagement policy seeks to establish ways of engaging users which recognises all their different needs. Our users' differing needs can be summarised as:

- 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 methods of engagement will vary depending on our user.

We will engage with internal Ministry of Justice users through more direct contact.

Access to our statistics and engagement with our external users is usually through the Ministry of Justice statistical pages of the gov.uk website. We will encourage users to provide feedback on any of our statistical bulletins at any time either through structured informal surveys or by email.

Our users' will have different dissemination needs and ways to engage with us. We will use other channels including social media to raise awareness, improve access to our statistics and to provide alternative ways to communicate with us.

### **Review our outputs**

Using this feedback and our user logs we will regularly review our outputs to keep them relevant to users' needs within available resources. All feedback received will be treated with respect and considered alongside other users' feedback as well as data, resource and legal constraints.

### **Share success**

We will build on our relationships with users by internally sharing success stories of innovative and successful user engagement.

## Access to statistics

### Routine publications

All our statistical publications will abide by the 'equality of access to all' principle, subject to our statement on Compliance to the Pre-Release Access Order 2008.

Routinely produced statistics are available free of charge on the gov.uk website at [www.gov.uk/government/organisations/ministry-of-justice/about/statistics](http://www.gov.uk/government/organisations/ministry-of-justice/about/statistics).

In accordance with the Code of Practice we will publish the month of release of these statistics at least 12 months in advance and the exact date at least 4 weeks in advance on the gov.uk statistics release calendar<sup>1</sup>.

For ad hoc releases, we will pre-announce on the statistics release calendar the release date as early as possible, and except in exceptional circumstances, at least 5 days in advance of publication.<sup>2</sup>

All statistical bulletins are published at 9.30am on the scheduled day unless otherwise announced. Users can be notified of statistical releases as they are published by signing up to the Ministry of Justice statistical publication email list, RSS feed. Links to these are on the Ministry of Justice published statistics release calendar at [https://www.gov.uk/government/statistics?departments\[\]=ministry-of-justice](https://www.gov.uk/government/statistics?departments[]=ministry-of-justice).

The Chief Statistician also tweets about each statistical release @SeeStats.

All our statistical bulletins will have commentary that is impartial, insightful and informative. We will produce a commentary improvement plan during 2016-17 and promote the use of data visualisation to support understanding. Statistical publications will be accompanied by a user guide to assist the user with an understanding of the data sources, data quality and definitions.

Publications will primarily be made available in two main formats:

- Adobe Acrobat (pdf file)
- Microsoft Excel

Additionally some publications also publish further information in csv format. These files provide more information than in the Excel tables and will allow the user to perform their own analysis on a limited selection of our data. As part of our commitment to transparency the MoJ is committed to providing data to the public that is meaningful, accessible and

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[https://www.gov.uk/government/statistics/announcements?utf8=%E2%9C%93&organisations\[\]=ministry-of-justice](https://www.gov.uk/government/statistics/announcements?utf8=%E2%9C%93&organisations[]=ministry-of-justice)

<sup>2</sup> In exceptional circumstances it may not be possible to meet this commitment where a statistical statement is required to be released in response to events outside of the statistical community's control.

reusable. We will build on our progress to date, by assessing on a case by case basis, how we can develop our datasets to enable more data to be available in line with GSS and MoJ open data strategies.

Our publications will comply with the gov.uk 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 the name and contact details for the lead Statistician.

Media enquiries regarding the contents of a specific release should be directed to Ministry of Justice Press Officers. All other users should use the statistical telephone number or email address provided in the statistical bulletin.

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 10.31  
Floor 10  
102 Petty France  
London  
SW1H 9AJ

## Consultation on statistical developments

The Ministry of Justice consults on all major developments to our statistics. Consultations on existing bulletins will be communicated via the pages for that bulletin of the gov.uk website. All other consultations will be communicated via the ad hoc statistical bulletin page of the Ministry of Justice statistics section on gov.uk. We will explore the use of social media to raise awareness of our consultations.

The decision to consult with users 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).

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

- the Crime and Justice Statistics Network and
- the Royal Statistical Society.

## 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 Ministry of Justice statistics pages of the gov.uk website.

## 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 letter or email. Please provide as much relevant information as possible to ensure that it is dealt with promptly and accurately.

**To: Steve Ellerd-Elliott  
Chief Statistician  
Ministry of Justice  
7<sup>th</sup> Floor,  
102 Petty France,  
London,  
SW1H 9AJ**

Email: [steve.ellerd-elliott@justice.gsi.gov.uk](mailto:steve.ellerd-elliott@justice.gsi.gov.uk)

The address for the UK Statistics Authority is

**UK Statistics Authority  
1 Drummond Gate  
London  
SW1V 2QQ**

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

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

The Chief Statistician is required to submit reports to the National Statistician on many issues, including engagement with users, complaints and progress in implementing UK Statistics Authority Recommendations.





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