



Cabinet Office

User Engagement Statement

User Service

We will help users to understand and make the best possible use of our products by publishing supporting, background, or methodological information and material. This material will either be made available within or sit alongside relevant publications. We also encourage users to make use of the contact email addresses and telephone numbers listed within the publications and on the Department's website.

Relevance

To maintain the relevance of our statistical activities we use a variety of ongoing mechanisms to ensure that they continue to meet the needs of all our users. We recognise that these users will have different needs and in the case of internal users within the Cabinet Office engagement is mainly through direct contact.

We welcome views from all our users, both internal and external, and our Official Statistics releases include email addresses so that we can be contacted and users can make their views known to us.

Users

There are a range of users for our two official statistics outputs. These broadly fall into the following main groups:

- Cabinet Office Ministers
- Cabinet Office policy officials
- Ministers and officials in other Government departments
- Parliament
- External interest groups
- Think tanks
- The media and external commentators
- Academia
- The public

Access to our statistics and engagement with our users is primarily through the relevant pages of the Cabinet Office website. For each release we will provide an email address where we can be contacted for further information. Users do not need to be a member of a specified user-group, and we welcome comments from all our users.

In addition to contact via our website, we also engage with internal Civil Service users and data suppliers through regular forums and working groups. These help to:

- Provide a forum for the exchange of views and information between data suppliers/users;



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- Advise on the development of the content and design of the statistics in question, to maximise value across the range of audiences and users;
- Encourage the use of these statistics through greater awareness and engagement, and;
- Facilitate a network for sharing best practice, information, and expertise.

Outputs

The Cabinet Office will publish timely, relevant, high quality statistics in line with the Code of Practice for Official Statistics. We will:

- Publish our statistics on the time and date pre-announced;
- Publish our statistics in line with the Code of Practice for Official Statistics;
- Be transparent when we are unable to meet any of these commitments;
- Provide open and easy-to-use routes to allow users to supply us with their views and opinions;
- Respond quickly and accurately to questions and enquiries;
- Respond in a timely manner to any complaints.

Access to statistics

In accordance with the Official Statistics Code of Practice, we will look to announce the month of release of 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 Cabinet Office statements on statistical standards and policies.



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Our publications will generally be made available in the following formats: Adobe Acrobat (pdf file) and Microsoft Excel and/or CSV files.

Access to statistics not in scheduled publications

All statistical publications will contain a contact email address. Media enquiries regarding the contents of a specific release should be directed to the Cabinet Office Press Office. Contact details are available at:

<https://www.gov.uk/government/organisations/cabinet-office/about/media-enquiries>

All other users should use the email address provided in the publication.

When users require statistics not contained in existing Cabinet Office statistical publications, requests may be treated under the Freedom of Information (FOI) Act. Our service will be compliant with the FOI Act, and where information cannot be disclosed then individuals will be advised of this fact in accordance with the FOI Act. The general policy of the Department on FOI requests can be found at:

<http://www.cabinetoffice.gov.uk/content/freedom-information-foi>

Further information

We will make available and update as necessary a forward looking timetable setting out our forthcoming Official Statistics publications.

If you have any comments on our statistical releases please send them to PSMGRreporting@cabinetoffice.gov.uk. All comments will be considered in compiling our on-going statistical work program. You can also engage in specific consultations relating to our Official Statistics publications through relevant user groups.

The statistics release calendar on gov.uk contains details of published and forthcoming statistics for organisations covered by the legislation on Official Statistics <https://www.gov.uk/government/statistics/announcements>

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