



Department of
Justice
www.dojni.gov.uk

**Statistics and Research Branch
Statistical Notice**

Customer Service and Engagement Statement

April 2010

Department of Justice, Statistics and Research Branch – Customer Service and Engagement Statement

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

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Customer Service Commitment

The Department 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 Department 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 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 the Department 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 the Department 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.

Access to our statistics and engagement with our customers is usually through the statistical pages of the Department 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 Department of Justice website. However, we are now inviting users to join an email distribution list which will supply users with all the latest information relating to DoJ Statistics.

You can join by emailing your name and email address to statistics.dojni@dojni.x.gsi.gov.uk

The main method for customers to contact the Statistics and Research Branch of the DoJ is also by email to this address.

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 Department of Justice website at www.dojni.gov.uk/index/statistics-research/publications.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 Department of Justice Statement of Compliance on Pre-Release Access
- The Department of Justice Statement on Quality Policy and Procedures
- The Department of Justice Statistical Revisions Policy

These are all available on the Statistics & Research Branch, Protocols and Programmes page of the DoJ website www.dojni.gov.uk.

Publications will normally be made available in Adobe Acrobat (pdf file).

Requests for the information in different formats may be able to be made available on request from: statistics.dojni@dojni.x.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 Department 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 Department 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 (FoI) Act, and where information cannot be disclosed, then individuals will be advised of this fact in accordance with the FoI Act.

All such enquiries should be addressed by email to

statistics.dojni@dojni.x.gsi.gov.uk

or through the central Freedom of Information team at

foi@dojni.x.gsi.gov.uk

Freedom of Information
Department of Justice
Annexe A
Dundonald House
Stormont Estate
Belfast
BT4 3SU

Information on and developments to statistics

The primary vehicle will remain the statistical pages of the Department 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.dojni@dojni.x.gsi.gov.uk

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

Consulting on the annual statistical work plan

The Department of Justice, in line with the Code of Practice for Official Statistics, will consult regularly with users on our statistical work output. Under the Code of Practice it is the duty of the Chief Statistician to undertake the following considerations

- to publish statistical reports according to a published timetable that takes account of user needs
- to investigate and document the needs of users of official statistics, the use made of existing statistics and the types of decision they inform
- to balance the needs of customers with the cost and burden on suppliers.

Responding on consultations

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

Complaints

If for any reason you feel that the service you receive from the Department 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 Department of Justice.

Where the nature of the complaint relates to information provided under the Freedom of Information Act, the Department 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;
- deal with it independently and without favour;
- resolve it 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: Dr Richard Erskine
Chief Statistician
Department of Justice
G31, Massey House,
Stoney Road,
Belfast,
BT4 3SX**

Fax: 028 9052 7532
Email: richard.erskine@dojni.x.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 Department of Justice website.