



department for
**culture, media
and sport**

Statement of Compliance

With the UK Statistics Authority Code of Practice for Official Statistics (2009) and the Statistics and Registration Services Act (2007)

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Our aim is to improve the quality of life for all through cultural and sporting activities, support the pursuit of excellence, and champion the tourism, creative and leisure industries.

The Department for Culture, Media and Sport (DCMS) is committed to the principles underlying the Code of Practice for Official Statistics, and undertakes to ensure that the Official Statistics for which it is responsible are produced in accordance with the Code.

All of DCMS's Official Statistics outputs are prepared by or overseen by DCMS statisticians, who are accountable professionally to DCMS's Head of Profession for Statistics and ultimately to the National Statistician. Information about our publications can be found at (www.culture.gov.uk), and also from the National Statistics website (www.statistics.gov.uk).

The following statements and policies augment individual protocols and give more detail of specific aspects of our arrangements for compliance:

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Data Management Policy

Responsibility for the day-to-day implementation of this policy is vested in individual Data Managers, who report to the Head of Profession for Statistics in DCMS.

Data Managers ensure that DCMS manages its data resources in accordance with the principles and standards set out in the Official Statistics Code of Practice and supporting Protocols. They are responsible for:

- Compiling and maintaining metadata to cover each of the statistical resources they manage. This will usually be made available in publications themselves, or alternatively in a readily accessible format from the Department's website, and on the UK Statistics Authority Publication Hub in the case of National Statistics Releases.
- Guarding the integrity and security of data in accordance with the DCMS's policies on information security and business continuity.
- Ensuring that all data and statistical information is stored on a secure system that can only be accessed by the appropriate staff members.

Confidentiality and Access

We aim to protect the security of our data holdings in order to fulfil relevant legal obligations and uphold our guarantee that no statistics will be produced that are likely to identify an individual unless specifically agreed with them, while at the same time taking account of our obligation to obtain maximum value from micro data.

Physical security

All staff working in this organisation and all visitors require a pass to access the premises. There is no public access to any part of the organisation where confidential statistical data may be held.

Technical security

No confidential statistical data are held on laptops or any other portable devices or kept on unprotected portable storage media. All transmission of micro-data is conducted within a secure network or on encrypted e-mail or password protected CDs.

Organisational security

As outlined in the statement on Data Management the individual Data Managers together discharge responsibility for security and protection of data.

All staff are required to complete a Protecting Information course to ensure that they know how to handle confidential data.

Arrangements for providing controlled access to micro-data

We may provide micro-data to bona fide researchers, Local Authorities and other government departments. This is done via the UK Data Archive at the University of Essex. In every case, there is a Data Access Agreement, and final approval is the responsibility of the Head of Profession.

Recording the details of access authorisations

Full details of all authorised access to the organisation's micro-data are available on request.

Auditing of beneficiaries of access

All beneficiaries of access are required to agree to audits of organisational, technical and physical security. The standards must be those to which the beneficiary agreed in the data access agreement.

Revisions Policy

Principle 2 of the Code of Practice for Official Statistics requires all producers of Official Statistics to publish transparent guidance on our policy for revisions. The Code of Practice is at www.statisticsauthority.gov.uk and was published in January 2009.

DCMS aims to avoid the need for revisions to publications unless they are absolutely necessary, and puts systems and processes in place to minimise the number of revisions.

Within our statistical publications revisions will only occur when there are strong statistical grounds for them to be made, with three main reasons:

- changes in statistical methodology to improve accuracy and measurement;
- receipt of further data which alters our understanding of previous periods;
- errors in statistical systems, processes or data collection itself .

Changes in statistical methodology

- For changes in statistical methods we will, where possible, consult with users on the changes and treat these as a change of methodology. We will consult users on future options for maintaining a consistent time-series – including any revisions of previously held data.

Receipt of further data

- All administrative systems by their nature can update information previously held, meaning that some information relating to a period already published is subsequently inputted. Each of our publications will set out how the data held will be revised in these circumstances.

Errors in statistical systems and processes

- Occasionally, errors will occur in our statistical processes. We do everything we can to minimise these errors and continually review our processes and procedures to minimise this risk.

Handling of revisions

Our policy is to be transparent with users about the need for revisions. For a quarterly data collection DCMS will normally revise the data in the following quarter's publication (unless the revision is a major one). For an annual data collection DCMS will normally revise statistics as soon as possible if error is spotted.

Users will be informed of all major revisions via a revision note on our website, and also via e-mail where possible. The revision note will be published as soon as possible on the accompanying release webpage, and will state each of the changes, why the revision has been made, and the date the revised version was published. It will also list the impact of the amendments, and to what extent they have affected the results.

It is not our policy to revise results prior to a previous release, i.e. only the current release or the previous period's release will be revised, and all longer time series data will remain unchanged, unless specifically stated.

First Releases

Unless stated, all releases are treated as final releases, not provisional data. There are no *planned* revisions to national and official statistics released by the Department for Culture, Media & Sport. Revisions will be made on an ad-hoc basis when an error is found or reported or when new information is provided.

Detailed below is the DCMS policy on revisions for each of the data series in our major National and Official statistics releases¹:

Alcohol, Entertainment and Late Night Refreshment Licensing (National Statistic)

This publication has followed the DCMS revisions policy since it began in 2006/07, as explained in the technical annex of each release. Any revisions are recorded in a revision note, which is published alongside the release on the DCMS website. Revisions usually arise either from errors in the production process or from anomalies flagged up by Licensing Authorities. As of January 2011, revisions have been required in the 2006/07 release and more recently in the 2009/10 release. Only the most recent figures are revised, and revisions are only made up until the next release is published (whichever government department does so²).

Each year the collection exercise highlights some errors and anomalies in a small number of previous years' returns. However, it is the revisions policy that no amendments are made to previously published figures, apart from the modelled estimates, which are remodelled using corrected data. The modelling methodology uses figures from the most recent three years to calculate missing values in any of those three years. So if Licensing Authorities inform DCMS of amendments, the amended figures need to be used in the process to allow for more accurate modelled estimates. Full details of the modelling work can be found in the technical annex in the statistical bulletin, which can be found here:

http://www.culture.gov.uk/reference_library/research_and_statistics/4865.aspx.

Taking Part: England's Survey of Culture, Leisure and Sport (National Statistic)

Revisions are sometimes made to the annual rolling estimates from the Taking Part survey if new population data becomes available. If this is the case, the new population data will be matched to the survey data from that period to revise the participation figures for that period. Any revisions made are clearly stated in the release itself.

Any revisions that occur as a result of errors in statistical processes (including human error) will be included in the following quarter's release in the case of the rolling annual dataset. In the case of the annual Taking Part release (PSA 21: Indicator 6), revisions will be made as soon as possible after the release if major errors are found. Again, any necessary revisions will be clearly stated in the release in which they are included.

Few major revisions are generally necessary for the Taking Part releases, because to ensure the comparability of the results from different years the methodology and framework remain very similar over time. Any revisions that are made in the survey are clearly communicated to users via the technical and accompanying notes for each release on our website. Further details on revisions

¹ Not all DCMS official statistics are noted here. For the revisions policies of other Official Statistics please see each individual release.

² In July 2010 responsibility for the Licensing Act 2003, except for regulated entertainment, was transferred to the Home Office. DCMS produced the 2009/10 statistical bulletin (in September 2010), as this covered the period when DCMS held responsibility for the Act. However, future statistical releases on alcohol and late night refreshment licensing will be the responsibility of the Home Office.

for individual releases can be found at:

http://www.culture.gov.uk/reference_library/research_and_statistics/4828.aspx

Free swimming programme: basic throughput data

A number of local authorities responsible for providing this data later identify errors or omissions in the data that they have reported in previous quarters. In line with DCMS' general revisions policy, figures are then revised and released in the following quarter's publication. Revisions are not just restricted to the previous quarter's release, but can be made for any of the previous three quarters. Only the most recent publication will contain the revised data, with all previous publications remaining unchanged. Further information on the collection and details of the revisions can be found in the release notes document which accompanies each release:

http://www.culture.gov.uk/reference_library/research_and_statistics/6274.aspx

Creative Industries Economic Estimates

As far as possible National Statistics (NS) sources are used as the basis for the estimates to ensure consistency and hence comparability between sectors. The estimates are calculated using the latest available source data and therefore follow the revisions policy of these (normally ONS) data sources. This normally means that a new annual release of the estimates not only updates the series with data for a new reference year from ONS, but also incorporates any revisions to the data from the previous year. However, because maintaining a consistent time-series is a key element of the publication, any necessary revisions to the longer-term historical series are always incorporated.

The framework for measuring the Creative Industries has remained relatively similar over the collection period, but is regularly reviewed, consulting users of any proposed changes. Any framework changes will be undertaken with consideration of the changes to the Standard Industrial Classification structure (SIC 2007). A full revision of the SIC structure has recently been undertaken (SIC2007) and implementation has begun. These changes will have major implications for future series and will be dealt with in the wider bulletin methodological review. Revisions for individual releases are noted on the release webpage.

Revisions Policies for Individual Releases

For further details of the revisions policies concerning individual releases, please refer to the releases themselves.

Quality strategy, principles and processes

Statistical quality is a central component of the Code of Practice for Official Statistics. It involves making sure that our official statistics are fit for purpose and satisfy user requirements, and must be ensured at all stages of the statistical process. The European Statistical System (ESS) recommends that the key dimensions of statistical quality are the relevance, accuracy, timeliness, accessibility, comparability and coherence of statistics. These provide an important framework which we can use to ensure quality of our outputs.

Four principles underpin the delivery of statistical quality in DCMS:

1. Users are identified and dealt with in a spirit of consultation and responsiveness, and their needs prioritised and met within available resources
2. Suppliers are respected and dealt with ethically, legally and effectively
3. Methodologies, processes and practices are documented to the correct level of detail for their purpose, kept up to date and made available where appropriate
4. Statistical processes and outputs are monitored and measured against standards with a view to their maintenance and improvement

The definition and key components of statistical quality in DCMS are contained in Table 1 below.

Table 1: Dimensions of quality in statistics

Definition	Key components
<p>Relevance</p> <p>The degree to which the statistical product meets user needs for both coverage and content.</p>	<p>Any assessment of relevance needs to consider:</p> <ul style="list-style-type: none"> • who are the users of the statistics; • what are their needs; and • how well does the output meet these needs?
<p>Accuracy</p> <p>For survey data: the closeness between an estimated result and the (unknown) true value.</p> <p>For administrative databases: how well the information is recorded and transmitted</p>	<p>Accuracy can be split into sampling error and non-sampling error, where non-sampling error includes:</p> <ul style="list-style-type: none"> • coverage error; • non-response error; • measurement error; • processing error; and • model assumption error <ul style="list-style-type: none"> • Completeness • Timeliness of recording and transmission • Accuracy of recording of data items • Correct use of coding; and • Correct interpretation

<p>Timeliness and Punctuality</p> <p>Timeliness refers to the lapse of time between publication and the period to which the data refer.</p> <p>Punctuality refers to the time lag between the actual and planned dates of publication.</p>	<p>An assessment of timeliness and punctuality should consider the following:</p> <ul style="list-style-type: none"> • production time; • frequency of release; and • punctuality of release
<p>Accessibility and Clarity</p> <p>Accessibility is the ease with which users are able to access the data. It also relates to the format in which the data are available and the availability of supporting information.</p> <p>Clarity refers to the quality and sufficiency of the metadata, illustrations and accompanying advice</p>	<p>Specific areas where accessibility and clarity may be addressed include:</p> <ul style="list-style-type: none"> • needs of expert and non expert users; • consistency of standard in relation to revisions, rounding, data suppression and spreadsheet type; • assistance to locate information; • clarity; and • dissemination
<p>Comparability</p> <p>The degree to which data can be compared over time and domain</p>	<p>Comparability should be addressed in terms of comparability over:</p> <ul style="list-style-type: none"> • time; • spatial domains e.g. sub-national, national, international; and • domain or sub-population e.g. crime/offence type, ethnicity
<p>Coherence</p> <p>The degree to which data derived from different sources or methods but which refer to the same phenomenon are similar</p>	<p>Coherence should be addressed in terms of :</p> <ul style="list-style-type: none"> • data produced at different frequencies; • other statistics in the same domain; • sources and outputs; • coverage of different databases; and • definitions and coding used for different databases

Procedures to deliver quality

To put these principles and their key components into practice, reference should be made to the DCMS procedural documents identified in Table 2 below, which overlap with and reinforce particular aspects of delivering statistical quality in DCMS.

Table 2: Delivering quality statistics in the Department for Culture, Media & Sport

Definition	Users of Department for Culture, Media & Sport statistics should expect that:
Relevance	<ul style="list-style-type: none"> • they will be appropriately consulted about quality principles and strategy in line with the DCMS User Engagement Strategy
Accuracy	<ul style="list-style-type: none"> • all statistical publications will contain a full description of data quality issues relating to the release; and any impact that these have on analysis of changes over time. Comparisons between different groups will be transparent to a lay and expert audience; • all statistical publications will be fully compliant with the published Revisions Policy • all publications will have specific details as to how they are applying the Revisions Policy • Survey data will be presented with full information on sampling variability; confidence intervals; response rates and other relevant criteria to allow users to make informed judgements on quality • Administrative data will be published with details of how it is collected to allow users to understand its strengths and limitations
Timeliness and Punctuality	<ul style="list-style-type: none"> • all publications will comply with the Code of Practice on pre-announcement dates of publications; • we will publish Statistical releases as soon as possible after the relevant time-period; • Statistical publications will be produced in line with our User Engagement and Customer Service Strategies.
Accessibility and Clarity	<ul style="list-style-type: none"> • Statistical publications will be made available in both word/excel and pdf formats via easy-to-use entry points, and cater for disabilities such as colour blindness and partial-blindness. • All publications will use plain English wherever possible
Comparability	<ul style="list-style-type: none"> • We will use harmonised concepts and definitions in statistical publications wherever they are available • Any statistical publication which does not use harmonised definitions will clearly explain why the harmonised definition has not been used and any plans to move it onto a harmonised basis.
Coherence	<ul style="list-style-type: none"> • As standard practice, we will release related statistical publications on the same day in order to aid user understanding unless: <ul style="list-style-type: none"> ○ This would mean significant delay to one set of published figures in order to present the coherent set of releases ○ User Engagement suggests that separate releases on separate days would be preferable • where related measures are published across several publications we will make it clear to users where the related information can be found • Longer-term developments on coherence will be fully consulted with Users in line with our User Engagement Strategy.

Statement of compliance with the Pre-Release Access to Official Statistics Order 2008

Introduction

This statement sets out the Department for Culture, Media & Sport's operational arrangements for giving Ministers and their officials pre-release access to official statistics once they have attained their final form prior to publication. These arrangements are designed to ensure that such access is justified, limited, controlled and publicised, and complies with statutory requirements. Their purpose is to maintain public confidence in the integrity of official statistics, while also allowing Ministers to account immediately for the implications of statistics covering policy and operational areas for which they are democratically responsible.

Exclusion

Different arrangements apply to Ministers and officials' access to the organisation's own administrative or management data where those data subsequently form the basis for published official statistics.

Authority

These arrangements have been drawn up by the Department for Culture, Media and Sport's Head of Profession for Statistics, in consultation with the Permanent Secretary. The Head of Profession for Statistics is also responsible for ensuring the day-to-day implementation of these arrangements.

General principle

The Department for Culture, Media & Sport operates under the general principle that pre-release access to official statistics must be:

- limited to the minimum number of persons deemed necessary to allow the Secretary of State to either:
 - provide responses to questions, or make statements about those statistics at, or shortly after, their time of publication;
 - take action just before, at, or shortly after the time of publication.
- allowed in circumstances where the public benefit likely to result from such access outweighs the detriment to public trust in official statistics likely to result from so doing.

Grant of advance access

The arrangements set out in this statement are confined to those persons who meet the eligibility criteria set out in **Annex A(i)** attached. Recipients can, in addition, share their access with their immediate administrative support staff even though those staff may not directly engage with the statistics in question. Their advance access is limited to statistics which meet the eligibility criteria set out in **Annex A(ii)** attached, and which are in their final form prior to being published for the first time.

Documentation and publication

In the interests of openness and transparency, the Department for Culture, Media & Sport publishes a pre-release access list where necessary for our official statistics. This list contains the names of all people who have been granted pre-release access to each official statistic, along with the organisations to which they belong.

To view the complete list of official statistics to which this Statement applies, click on the following link:

http://www.culture.gov.uk/reference_library/research_and_statistics/4824.aspx

The list of persons that have been given pre-release access to each release can be found in the information about individual releases on their web pages.

Period of access

In line with the legislative rules, pre-release access to the organisation's official statistics is restricted to a maximum of 24 hours before their public release on the following day – usually at 09.30. In exceptional circumstances only, and in accordance with Principle 5 of the Pre-release Access to Official Statistics Order 2008, the Head of Profession for Statistics may grant pre-release access in excess of 24 hours. They will only do this if, in their opinion, the public benefit outweighs the detriment to public trust which is likely to result from such extended access. When this happens, the Head of Profession will publish on the Department for Culture, Media & Sport's website their reasons for granting extended access, and will also inform the UK Statistics Authority's Chief Executive – the National Statistician.

Conditions of access

Those persons who are given access to the Department for Culture, Media & Sport's official statistics ahead of their release must keep the statistics secure and under embargo, and they must abide by certain conditions of access. They must avoid:

- disclosing the statistics or any part of a publication containing those statistics to any person not listed as a pre-release recipient;
- providing any indication of the size or direction of any trend revealed by the statistics;
- using such access for personal gain, or taking any action for political advantage;
- exploiting such access to change or compromise the content, presentation, or timing of publication of official statistics.

Special circumstances

Aside from the circumstances described above, the Head of Profession may also allow access to statistics ahead of their release to a limited number of persons in a limited number of special circumstances, sometimes for more than 24 hours. In each case, such access will be documented in the relevant release. For example:

- access may be given to the compilers of complementary reports due to be published at the same time as, or shortly after the statistics so that they can incorporate the latest available figures. Such access may also be longer than 24 hours;
- journalists may be given access to complex or compendia releases in order to give them time to absorb and understand the significance of a given release. Such access, however, will never exceed 24 hours.

Breach of conditions of release

In the event of a breach of the principles and rules set out in the legislation and described in this Statement, the Head of Profession for Statistics will notify the UK Statistics Authority's Chief Executive (the National Statistician) as well as the Authority's Head of Assessment; take action to prevent a recurrence; and provide the Authority with a written explanation. This explanation will be published alongside the release on the Department for Culture, Media & Sport's website at the same time as the release of the statistics in question.

The National Statistician may decide to conduct an inquiry on behalf of the Authority, the results of which will be posted on the Authority's website.

Sanctions against non-compliance

The Department for Culture, Media & Sport's Head of Profession for Statistics may, for a period, withdraw pre-release access from any person judged to have breached the conditions of their access.

In addition, a heavier sanction can be imposed by the UK Statistics Authority which has a statutory duty to assess the extent to which any organisation's 'National Statistics' comply with the *Pre-release Access to Official Statistics Order 2008* and with the associated obligations set out in this Statement. The Authority can, for instance, challenge an organisation where it considers that pre-release access is not justified or where an organisation is failing to conform with these arrangements. It can also withdraw, or consider withdrawing, 'National Statistics' designation from the statistics in question.

In the event of any such challenge or any such withdrawal the Head of Profession will publish the Department for Culture, Media & Sport's response on the Department for Culture, Media & Sport website:

http://www.culture.gov.uk/reference_library/research_and_statistics/default.aspx.

Notes

(a) Pre-release access

In the context described above, the phrase 'pre-release access' covers privileged access to statistical releases in their final form prior to being placed in the public domain. It does not cover pre-release access available to:

- those staff intimately engaged in the process of producing and disseminating the statistics in question (including those responsible for overseeing this process);
- those persons requested by the producers to quality assure the statistics before their public release.

(b) Heads of Profession for Statistics

Organisations which employ a large number of official statisticians, or produce a large number of official statistics will normally appoint a Head of Profession for Statistics, in consultation with the National Statistician. As well as being accountable to the Secretary of State for Culture, Media & Sport and departmental line-managers, Heads of Profession are responsible to the National Statistician for the professional integrity of the statisticians they manage, and for the quality of the statistics which those statisticians produce. In particular they are responsible for observing the UK Statistics Authority's Code of Practice for Statistics as well as any professional standards set by the National Statistician.

The Department for Culture, Media & Sport's Head of Profession also has a responsibility to provide advice and guidance on statistical issues to the following DCMS bodies:

Arts Council England
Commission for Architecture and the Built Environment
English Heritage
Gambling Commission
Museums, Libraries and Archives Council
National Lottery Commission
OFCOM
Royal Parks Agency
Sports England
UK Film Council
Visit Britain

Annex A: Criteria for granting pre-release access

(i) - Categories of persons within government to whom the Department for Culture, Media & Sport would normally grant pre-release access to its statistical releases....

- Those Ministers who have policy or operational responsibility for a particular subject-matter covered by a statistical release; who are accountable to Parliament and the electorate for their stewardship of that policy; and who may need to respond to questions about the statistics, or take appropriate action, at the time of release of those statistics;
- Those Chief Executives who have operational responsibility for a particular activity covered by a release, and who are accountable for their stewardship of that activity to Ministers, and through them to Parliament; and who are in a similar position to those Ministers described above;
- The top Departmental or Agency officials with ultimate responsibility for formulating, developing, maintaining, monitoring or implementing that policy;
- Other Departmental or Agency officials who have been assigned the specific responsibility to brief Ministers or Chief Executives about the statistics in question (e.g. Special Advisers, Policy Advisers, Analysts);
- Departmental Press Officers responsible for managing Ministers' interface with the media with respect to the policy or statistics in question.

(plus any immediate ancillary staff who support the above)

(ii) - Categories of statistical release to which the Department for Culture, Media & Sport would normally grant pre-release access.....

- Releases which incorporate statistics which are used to monitor or measure the government's performance (either generally, or against formal targets);
- Releases which have the potential to impinge substantially on the formulation, implementation, or monitoring of government policy;
- Releases which have the potential to inform, or impact on, decisions about the allocation of public funds;
- Releases which have, demonstrably and historically, had a high public profile (i.e. regularly generate column inches in the print media or regularly attract the attention of the broadcast media) and on which Ministers or Chief Executives with responsibility for the subject-matter might reasonably be expected to comment at the time of release;
- Releases which incorporate statistics derived from other departments' or agencies' administrative or management systems, and for which Ministers or Chief Executives in those other departments have ownership and operational responsibility.
- Compendia publications (e.g. Social Trends, Regional Trends, etc which often include data which has already been released) or complex publications which have been made available to the media in advance of their public release, and under embargo, in order to give journalists time to absorb and understand their contents.
- Releases which cover matters of wide public interest.

General enquiries about the statistical work of the Department for Culture, Media & Sport can be emailed to: evidence@culture.gsi.gov.uk

General information about the official statistics system of the UK is available from www.statistics.gov.uk

Statement of Administrative Sources

Background

Official statistics published by the Department for Culture, Media & Sport are based on two main sources – data gathered from statistical surveys, and data extracted from administrative or management systems. It should be noted, however, that the Department for Culture, Media & Sport does not have a large quantity of administrative data that it is able to use in the production of statistics.

Nevertheless, by using data which is already available within administrative or management systems where possible, rather than collecting data afresh, we are able to limit the overall burden placed on data providers, and also avoid the costs of mounting dedicated data collection exercises. In addition, the information we extract from such systems often has the advantage of being more timely than statistical survey data and, when compared with data from surveys (and particularly sample surveys), can also deliver data with a greater breadth of coverage.

The UK Statistics Authority actively encourages public bodies to exploit administrative and management sources for statistical purposes. However the Authority recognises that the statistical advantages of such arrangements can only be fully realised if statisticians have appropriate access to such systems; if statistical purposes are reflected in the design, management, and development of such systems; and if adequate safeguards are put in place to ensure the professional integrity of any official statistics derived from them.

The Authority's main requirements are set out in the third Protocol attached to their Code of Practice for Official Statistics. Amongst other things, this Protocol requires all producers of official statistics to publish, in consultation with the National Statistician, a 'Statement of Administrative Sources' which lists:

- the administrative systems they currently use to produce official statistics;
- information about other administrative sources that are not currently used for statistical purposes but which have the potential to be so used;
- the arrangements they have put in place to provide statistical staff with appropriate access such sources; to take account of changes to such systems; to audit the quality of the administrative data used for statistical purposes; and to ensure the security of the resultant statistical processes.

The Department for Culture, Media & Sport's own 'Statement of Administrative Sources' can be viewed on the following page:

http://www.culture.gov.uk/reference_library/research_and_statistics/4824.aspx.

This is a preliminary Statement which primarily covers the systems which feed Department for Culture, Media & Sport's existing statistical publications. In order to maintain the relevance of the information and ensure it is accurate and up-to-date, this document will be updated on a regular basis.

Customer Service and Engagement Statement

Customer Service Commitment

The Department for Culture, Media & Sport 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:

- To publish our statistics on the time and date pre-announced;
- To publish all statistics in line with the Code of Practice for Official Statistics and the DCMS Statistical Policies and Procedures;
- To be transparent when we are unable to meet any of these commitments;
- To give open and easy-to-use routes to allow customers to supply us with their views and opinions;
- To respond quickly and accurately to questions and enquiries from our customers;
- To consult with customers on developments and changes to our statistics methodologies; publications or publication processes;
- To consult with both internal and external customers on our statistical work plan;
- 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 DCMS;
- Policy makers within Government;
- Academics;
- Expert external special interest and pressure groups;
- Media and commentators;
- the public

However, simply recognising who our customers are is not enough. We aim to recognise the differing needs of different customers:

- 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 seeks to establish ways of engaging users which recognise all of their different needs. It aims to ensure that where key developments to our statistics are concerned, there are transparent and clear processes allowing for views from both internal and external customers to support the Chief Statistician in balancing their differing needs.

Access to statistics – routine publications

Routinely produced statistics are available free of charge on the DCMS website at http://www.culture.gov.uk/reference_library/research_and_statistics. 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 statistics are published at 9.30am on the scheduled day unless otherwise announced. Contact telephone numbers are provided on each statistical release.

Our Statistics will be published in a timely manner and in line with the following policies:

- The DCMS Statement of Compliance on Pre-Release Access
- The DCMS Statement on Quality Policy and Procedures
- The DCMS Statistical Revisions Policy

Format of Releases

Publications will primarily be made available in two main formats:

- Adobe Acrobat (pdf file)
- Microsoft Excel

Information may be able to be provided in different formats by e-mailing us:

evidence@culture.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 DCMS Press Office.

All other users should use the 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 DCMS 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, individuals will be advised of this fact in accordance with the FoI Act.

Freedom of Information enquiries should be addressed to us by completing our Freedom of Information request form on our website:

http://www.culture.gov.uk/reference_library/foi_requests/1204.aspx.

Alternatively, requests may be made in writing or by e-mail using the details on the “Contact us” page of our website:

http://www.culture.gov.uk/contact_us/default.aspx.

How Users Can Engage with DCMS

We always welcome feedback from our users. This can be done in several ways:

- For queries relating to a specific release, each release will contain a contact telephone number and e-mail address.
- General queries and feedback can be sent by e-mail to evidence@culture.gsi.gov.uk
- Feedback on a specific statistical report can be sent using our [online feedback form](#)
- Occasionally we will carry out a consultation/survey requesting feedback on a particular output. Details can be found on the page containing the release itself on our website.

Improving Accessibility

In April 2010 we launched our new ‘NetQuest’ tool, with a view to making data from our Taking Part survey available for public use. This tool allows users to analyse Taking Part data in their own time, to focus on topics that they are interested in. It is a large step to improving the accessibility of DCMS data. In the long term we aim to expand the NetQuest tool to cover all of our official statistics.

Information on and developments to statistics

The primary vehicle will remain the statistical pages of the DCMS website.

Complaints

If for any reason you feel that the service you receive from the Department for Culture, Media & Sport 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 Public Engagement and Recognition Unit in DCMS.

Where the nature of the complaint relates to information provided under the Freedom of Information Act, DCMS will review and respond in line with the Internal review process set out under the Freedom of Information Act.

If your complaint relates to any other aspect of service, the Public Engagement and Recognition Unit will attempt to respond as quickly as possible. On receipt of a complaint they will:-

- Regard it seriously;
- Treat it in confidence;
- Deal with it independently and without favour;
- Resolve it promptly.

Making a Complaint

Complaints can be made via the feedback form on the “Contact us” page of our website: http://www.culture.gov.uk/contact_us/default.aspx . This page also contains our e-mail and postal addresses, should you wish to make your complaint in this manner. Please provide as much relevant information as possible to ensure that your complaint is dealt with promptly and accurately.

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. Their address 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.