

# Statistics User Engagement Strategy



**Issued by:**

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**URL:** <https://www.infrastructure-ni.gov.uk/topics/dfi-statistics-and-research>

**For information on Driver and Vehicle Agency Statistics see:**

**URL:** <https://www.infrastructure-ni.gov.uk/topics/statistics-and-research/driver-vehicle-agency-statistics>



Northern Ireland  
Statistics and Research Agency

Gníomhaireacht Thuaisceart Éireann  
um Staitisticí agus Taighde

## Introduction

Analysis, Statistics and Research Branch (ASRB) within the Department for Infrastructure (DfI) is responsible for producing and disseminating a range of official and National Statistics relating to the Department's travel, transport and planning functions. The main regular publications which ASRB release in these areas are:

- Travel Survey for Northern Ireland headline and in-depth Reports (Annual);
- Northern Ireland Transport Statistics (Annual);
- Northern Ireland Road Safety Strategy to 2020 Statistical Report (Annual);
- Average Journey Time on Key Economic Corridors (Annual);
- Walking, Cycling and Public Transport in NI (Annual)
- Cycling and Walking to/from Work in Northern Ireland (Biennial);
- Cycling in NI (Biennial);
- Method of Travel to/from School Within Northern Ireland (Annual);
- Public Transport Journey Planning In NI (Annual)
- Road Safety Issues in NI (Annual)
- Graduated Driver Licensing monitoring report
- Clinically seriously injured (MAIS 3+) road casualties in Northern Ireland
- Penalty Charge Notice Statistics (Quarterly Open Data upload);
- NI Planning Statistics (Quarterly/Annual);

Other publications and reports are released on a periodic or ad-hoc basis. The full series of statistics and research published by ASRB is available on the [DfI website](#).

## Background

The [Code of Practice for Statistics](#) requires all producers of official statistics to ensure that the statistics serve the public. The framework for this Code is based on three pillars (each containing a number of principles and detailed practices):

- Trustworthiness;
- Quality; and
- Value.

'Value' means that the statistics and data are useful, accessible, relevant, and support understanding of important issues. One of the associated principles relates to 'Relevance to users – users of statistics and data should be at the centre of statistical production; their needs should be understood, their views sought and acted upon, and their use of statistics supported'. Through this 'Statistics User Engagement Strategy', ASRB will seek to ensure we meet the requirements of the Code so that our statistics support society's need for information.

### **Our Commitment**

ASRB will publish timely, relevant, accurate, clear and accessible statistics in line with the Code of Practice for Statistics. Our commitment to the users of our statistics is:

- To publish our statistics in line with the Code of Practice for Statistics;
- To publish our statistics on the pre-announced date and time (as per GOV.UK);
- To publish statistics which are fit for purpose alongside supporting quality information;
- To regularly invite users to supply us with their views and opinions and to act on feedback received;
- To respond quickly and accurately to questions and enquiries from users;
- To consult with users on our statistical work plan so that it may reflect their needs;
- To investigate and document the needs of users, the use made of our statistics and the decisions they inform;
- To take into account the needs of users in planning, producing and publishing our statistics and ensure our outputs meets those needs as far as possible;
- To consult with users on major developments and changes to our statistical methodologies, publications or publication processes;
- To comply with the ASRB Revisions and Errors Policy available on the DfI website;
- To respond in a timely manner to any complaints from users; and

- To be transparent when we are unable to meet any of these commitments.

## **Our users**

Our users are mainly from the following groups:

- Ministers and policy makers within Government, particularly within the Department for Infrastructure but also across other NI departments;
- Statisticians in Northern Ireland and the Office for National Statistics;
- Local Government;
- Researchers and academics;
- Community and voluntary sector;
- Private sector;
- Political representatives;
- Media and commentators; and
- Members of the public.

## **Engaging with our users**

We engage with our users in a number of ways:

- Regular meetings with internal customers (e.g. policy makers, economists, operational colleagues within DfI);
- Biennial meetings with the Analysis, Statistics, Research and Open Data Steering Group within DfI as part of the formal business planning process;
- Themed based/subject matter user group meetings with internal and external users e.g. the Housing and Planning Statistics Working Group, Planning Statistics Key User Group, DfI Open Data sub-group and Road Safety Strategy Research Coordination Group;
- Users can be kept up-to-date by joining our email distribution lists for specific statistics and research reports (email: [ASRB@nisra.gov.uk](mailto:ASRB@nisra.gov.uk));

- Users can also stay informed by following the NISRA and/or DfI social media channels;
- Users can provide feedback through our ongoing [ASRB Customer Survey](#) available on the [DfI website](#) and included on all staff email signatures;
- A customer satisfaction survey is also carried out by NISRA periodically on behalf of ASRB;
- More detailed readership surveys are also carried out as and when required or appropriate;
- Users can directly contact the relevant statistician as the name and telephone number of the responsible statistician are provided on each statistical release;
- Customers can respond to user consultations which are carried out as and when required; such consultations are promoted through online channels including social media, emails to user distributions lists and team briefs. Recent examples include the user consultations on '[Travel Survey NI headline and in-depth reports](#)' and '[Northern Ireland Transport Statistics](#)'.
- Media queries should be addressed to the [DfI Information \(Press\) Office](#).

The overall findings for all ASRB customer surveys and consultations carried out are published on the [DfI website](#). User satisfaction with statistical outputs and service is routinely reviewed and addressed where practicable.

## **Accessibility**

Our statistics will be published in a timely manner and in line with the [DfI statement of compliance with the Pre-release Access to Official Statistics Order](#). In accordance with the Code of Practice for Statistics, ASRB publish a [timetable of upcoming statistical releases](#) for twelve months ahead and the exact date at least four weeks prior to the release date. All statistics are published at 9.30am on the scheduled weekday unless otherwise announced. Once published, users can access our statistical bulletins in PDF format free of charge on the [DfI website](#). Data tables are also made available in MS Excel or open format (Open Document Spreadsheet).

Users can also view quality reports, infographics and summary factsheets where available. Users can also contact ASRB if information is required in an alternative format.

## **Complaints**

ASRB aims to deliver a high quality service. However if, for any reason, the user feels that this service has fallen below the standards they expect they should make contact with the branch so we can investigate and improve the service we provide. Initially you should take up your complaint directly and informally with the person with whom you have been in contact. If you are not satisfied with the initial informal response, you should write to the line manager of the person you have been dealing with setting out your complaint clearly and in detail. Contact details for ASRB are available on the [Dfl website](#). If you are still not satisfied with our explanation and your complaint relates to our statistical service, you can write to the Chief Executive of NISRA. For further details see the NISRA procedure for handling complaints on the [NISRA website](#). If more appropriate, customers are also welcome to follow the [Dfl Complaints Procedure](#).

## **Feedback**

We welcome feedback from users on our User Engagement Strategy. Please send any comments to [ASRB@nisra.gov.uk](mailto:ASRB@nisra.gov.uk).