

# **User Service Statement**

## **Department for Transport**

### **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 be placed within the relevant publications as appropriate. We also encourage users to make use of the contact e-mail 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 Department for Transport engagement is mainly through direct contact.

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

Our statistics are of interest to a range of users and stakeholders, including the public, Parliament, ministers and policy makers within the Department for Transport and its agencies, local authorities, devolved administrations and other Government users, the transport industry, special interest and pressure groups, international organisations, researchers, academics and the media.

### **User Groups**

There are two established groups where we discuss plans and developments: the Transport Statistics User Group and the Central Local Information Partnership Transport SubGroup.

The Transport Statistics User Group TSUG is an independent group that was established in 1985, following an initiative by the Institute of Logistics and Transport (then known as the Chartered Institute of Transport) and the Statistics Users Council. Its aims are to:

- To identify problems in the provision and understanding of transport statistics and to discuss solutions with the responsible authorities.
- To provide a forum for the exchange of views and information between users and providers.
- To encourage the use of transport statistics through greater publicity
- To facilitate a network for sharing ideas, information, and expertise.

TSUG produce a regular newsletter containing news and reviews of matters relating to transport statistics and organise conferences and seminars addressing contemporary issues in the field of transport statistics. Further details are available from <http://www.tsug.org.uk/>  
The Central Local Information Partnership Transport SubGroup (CLIP-TS) meets quarterly and provides a forum for colleagues from local government and the Government Office Regions to

comment on and discuss transport statistics with the statistics teams in the Department for Transport.

In addition there are user groups for specialist topics, for example Maritime Statistics and Reported Road Accident Statistics. More details can be found at:

<http://www.dft.gov.uk/statistics/corporate/committees-and-user-groups/>

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

## **Outputs**

The Department for Transport 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 – routine publications**

Routinely produced statistics are available free of charge on the Department for Transport website at <http://www.dft.gov.uk/statistics/>. In accordance with the Official Statistics 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 for Transport Statement of Compliance on Pre-Release Access](#)
- [The Department for Transport Statement on Quality Policy and Procedures](#)
- [The Department for Transport Statistical Revisions Policy](#)
- [The Department for Transport Internet Accessibility policies.](#)

To ease use and access our publications will primarily be made available in two main formats: Adobe Acrobat (pdf file) and Microsoft Excel

### **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 Department for Transport Press Office. Contact details are available at: <http://dft.gov.uk/news>

All other users should use the email address provided with the publication or by using the contact details for topics which can be found at :

<http://www.dft.gov.uk/statistics/contact/>

Or the general email enquiry point: [publicationgeneral.enq@dft.gsi.gov.uk](mailto:publicationgeneral.enq@dft.gsi.gov.uk)

When users require statistics not contained in existing Department for Transport statistical publications, requests will normally be treated under the Freedom of Information Act. Our service in this will be 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. The general policy of the Department on FoI requests can be found at: <http://www.dft.gov.uk/foi/>

### **Information on and developments to statistics**

The DfT website publishes the statistical outputs that are planned for the next 12 months, and the timetable is available at:

<http://www.dft.gov.uk/statistics/forthcoming-ts-publications/>

This timetable is updated monthly. If you have any comments on our statistical program please send them to our general email address [publicationgeneral.enq@dft.gsi.gov.uk](mailto:publicationgeneral.enq@dft.gsi.gov.uk)

These comments will be considered in compiling our annual statistical work plan. You can also engage in user consultations through one of the user groups.

Note that not all statistics on transport are published by the Department for Transport. The UK Statistics Authority publication timetable contains details of statistics published by DfT and other organisations covered by the legislation on Official Statistics such as devolved administrations as well as some links to other organisations at:

<http://www.statistics.gov.uk/hub/release-calendar/index.html>

Tim Stamp  
Head of Profession for Statistics  
Department for Transport