

Statistical User Engagement Statement

User Commitment

ORR has outlined below the arrangements put in place for our official statistics to adhere to the [Code of Practice for Official Statistics](#) with regards to user engagement and compliance with the [Pre-Release Access to Official Statistics Order 2008](#).

User Engagement Policy

Our engagement policy recognises that our users will have different needs and are categorised into the following groups:

1. Policy makers - to inform Government decision making on a wide range of transport areas
2. Funders of the rail industry - to make informed decisions about where investment in rail and rail subsidies should be focused
3. ORR - to monitor performance, regulate Network Rail and other licence holders (e.g. train operating companies), and to inform the periodic review of Network Rail
4. Passenger representative groups
5. Academic research
6. The general public, including rail passengers

Industry stakeholder engagement

ORR holds a quarterly forum, the [Rail statistics management group](#) (RSMG), which includes the National Rail Trends (NRT) stakeholder group. Its purpose is to ensure that our data meet stakeholder needs and are of good quality. ORR also liaises with the [Transport Statistics User Group](#).

ORR seeks to produce cost-efficient quality statistics. ORR reviews its contracts with data suppliers/contractors to ensure ORR is receiving a high quality service with access to high quality data. If ORR feels they are not receiving value for money, it will look to alternative methods of data collection, ensuring that quality is not compromised by any change in supplier or through re-allocation of resources.

In consultations over data improvements, ORR organises focus groups on specific data improvement topics, where skilled representatives from all industry bodies are invited to input into the new statistical processes.

User consultation and feedback

ORR ensures that the statistics it provides aligns with stakeholders and users' requirements and continuous improvement in statistical processes is an important part of ORR's work. Following on from the National Rail Trends review and stakeholder questionnaire, ORR has carried out surveys on its Statistical Releases and Data Portal to seek feedback from users. The summary of the results is available on the '[User engagement](#)' section on the ORR website. It also includes research papers on any data improvements or methodological changes.

Users of the ORR website also have the opportunity to provide feedback to the ORR, which allows users to express their views on data quality, formatting, timeliness and user experience. ORR also welcomes users to contact us directly via our dedicated email account at: rail.stats@orr.gsi.gov.uk

Accessibility

Users of ORR statistics can access the statistics section from a link on the [ORR home page](#) or directly via a fixed web address: <http://orr.gov.uk/statistics>. Users can then directly access published statistics or the data portal. Within the published statistics section users can easily find the most recent statistical releases, analytical and research reports and other useful datasets.

ORR statistics are disaggregated to a level that is reliable and robust, whilst adhering to rules over disclosure.

In accordance with guidance from the National Statistician, the [publication schedule](#) outlines 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.

ORR wants the rail industry to be more open and transparent. We have established a transparency programme to drive our ambitious vision for the industry, and govern a number of projects to support our aims and objectives.

More information on the ORR transparency programme can be found at [ORR's transparency programme](#).

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