

## Statement on Quality Strategy, Principles and Processes: The Insolvency Service (InsS)

### **Definition:**

Statistical quality is defined as meeting users' needs, with particular reference to the relevance, accuracy, timeliness and punctuality, accessibility and clarity, comparability and coherence of the statistics collected, analysed and reported.

Four principles underpin the delivery of statistical quality in InsS:

- Users are identified and dealt with in a spirit of consultation and responsiveness, and their needs prioritised and met within available resources
- Methodologies, processes and practices are documented to the appropriate level of detail for their purpose, kept up to date and published
- Statistical processes and outputs are monitored and assessed against standards, with a view to their maintenance and improvement
- Supplier liaison is courteous, professional and conducted professionally.

The key components of statistical quality in the Insolvency Service are outlined below. To see how the above principles and their key components are put into practice, reference should be made to the other Insolvency Service' statistics governance documents, available at:

[www.insolvency.gov.uk/otherinformation/statistics/more\\_information.htm](http://www.insolvency.gov.uk/otherinformation/statistics/more_information.htm)  
which reinforce particular aspects of the delivery of statistical quality.

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Definition	Key Aspects	Users can expect
<p><b>Relevance</b> The degree to which the statistical output meets user needs for both coverage and content.</p>	<p>Any assessment of relevance needs to consider:</p> <ul style="list-style-type: none"> <li>- who are the users of the statistics;</li> <li>- what are their needs; and</li> <li>- how well does the output meet those needs?</li> </ul>	<p>To be appropriately consulted about their needs and InsS will seek to review data collections and statistical outputs on an ongoing basis to ensure that they meet user needs, as far as possible</p>
<p><b>Accuracy</b> For administrative data sources: how well the information is recorded, transmitted and analysed and includes:</p>	<p>Accuracy can be split into:</p> <ul style="list-style-type: none"> <li>- completeness</li> <li>- timeliness of recording and transmission</li> <li>- accuracy of recording of data items</li> <li>- correct usage of coding; and</li> <li>- correct interpretation</li> </ul>	<p>There is a formal audit process, by which each Official Receivers Office is reviewed on all aspects of case administration, including the quality and completeness of case information entered on to the administrative system.</p> <p>Targets are in place where by an insolvency case should be entered onto the administrative system within two days of receipt to an Official Receivers Office. Details on compliance with this target can be found in the InsS' Annual Report.</p> <p>Additionally, all InsS statistical releases will be accompanied either in the release or on the website with:</p> <ul style="list-style-type: none"> <li>- details of how the underlying data are collected to allow users to understand the strengths and limitations</li> <li>- a description of the data quality issues; and any impact this may have on analysing changes over time</li> <li>- be compliant with, and contain specific details of the <a href="#">InsS Revisions Policy</a></li> </ul>

<b>Definition</b>	<b>Key Aspects</b>	<b>Users can expect</b>
<p>For survey data: the closeness between an estimated result and the (unknown) true value.</p>	<p>sampling error and non-sampling error, where non-sampling error includes:</p> <ul style="list-style-type: none"> <li>- coverage error</li> <li>- non-response error</li> <li>- measurement error; and</li> <li>- modelling assumption error</li> </ul>	<p>Where data are collected from surveys, an assessment of sampling and non-sampling errors will additionally be covered in the methodology notes.</p>
<p><b>Timeliness and Punctuality</b></p> <p>Timeliness refers to the elapsed 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"> <li>- production time;</li> <li>- frequency of release; and</li> <li>- punctuality of release.</li> </ul>	<p>InsS will publish statistics as soon as possible after the relevant time period.</p> <p>Releases will comply with the Code of Practice on pre-announcing publication dates.</p> <p>Releases will fully comply with Protocol 2 of the Code of Practice.</p>
<p><b>Accessibility and Clarity</b></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 metadata, illustrations and accompanying advice.</p>	<p>Specific areas where accessibility and clarity may be addressed include:</p> <ul style="list-style-type: none"> <li>- needs of expert and non expert users</li> <li>- consistency of standards</li> <li>- assistance to locate information</li> <li>- dissemination; and</li> <li>- aids to interpretation</li> </ul>	<p>Statistical releases will be accompanied by metadata and information on methodology, quality and revisions.</p> <p>All statistical publications will be published in line with InsS's website accessibility policy.</p> <p>All publications will use Plain English</p> <p>Data will be presented in a clear and understandable format.</p> <p>All publications will contain contact details of the lead statistician.</p> <p>Statistics will be released via the UK National Statistics Publication Hub.</p>

<b>Definition</b>	<b>Key Aspects</b>	<b>Users can expect</b>
<p><b>Comparability</b> 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"> <li>- time</li> <li>- spatial domains, e.g. sub-national, national; and</li> <li>- domain or sub-population, e.g. Government Office Region, Local Authority</li> </ul>	<p>InsS will use harmonised concepts and definitions in statistical publications wherever they are available. Any statistical publication which does not use harmonised definitions will explain why they have not been used and any plans to move it onto a harmonised basis.</p> <p>Particular issues of non-compatibility will be highlighted.</p>
<p><b>Coherence</b> The degree to which data from derived 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"> <li>- data produced at different frequencies</li> <li>- other statistics in the same domain</li> <li>- sources and outputs</li> <li>- coverage of different databases and surveys</li> <li>- data published at different geographic levels; and</li> <li>- definitions and coding used for different data sources</li> </ul>	<p>As standard practice, InsS will release related statistical publications on the same day and at the same time in order to aid user understanding unless it would mean significant delay to one set of figures in order to present the coherent set of releases.</p> <p>Where related statistics are published across several publications, InsS will make it clear to users where the related information can be found.</p>