

BREACH OF THE CODE OF PRACTICE FOR OFFICIAL STATISTICS

This document reports a breach of the Code of Practice for Official Statistics, or the relevant Pre-release Access to Official Statistics Orders, to which the Code applies as if it included these orders.

All breach reports are published on the UK Statistics Authority's website and need to explain (clearly and concisely) what happened to cause the breach and what is being/has been done by the statistical Head of Profession (HoP) to ensure the risk of recurrence is minimised.

1. Background information

Name of Statistical Output (including weblink to the relevant output or 'landing page')

[UK Labour market statistics: January 2018](#)

[Regional labour market statistics in the UK: January 2018](#)

[Labour market economic commentary: January 2018](#)

[UK public sector finances, data tables: December 2017](#)

Name of Producer Organisation

Office for National Statistics (ONS)

Name and contact details of the statistical Head of Profession (Lead Official in an Arm's Length Body) submitting this report, and date of report

Glenn Everett, Director General, Office for National Statistics,
Government Buildings, Cardiff Road, Newport, NP10 8XG.
Date: 24/01/2018

2. Circumstances of breach

Relevant Principle/Protocol and Practice

Protocol 2: Release practices, Practice 4 - Issue releases at the standard time of 9:30am on a weekday, to maintain consistency and to permit time for users to understand and respond to the information during normal working hours.

Date of occurrence

24/01/2018

Nature of breach (including links with previous breaches, if any)

ONS website service outage between 09:30 - 09:32 on 24/01/2018 resulted in publication delays of up to 6 minutes.

Reasons for breach

This breach was due to a technical issue with the ONS website.

09:30am publishing of 'UK Labour Market Statistics: January 2018' failed due to a particularly high load on the ONS website. This led to a service outage on the ONS website between 9:30 and 09:32.

The service outage caused other publications (Labour market economic commentary: January 2018, Regional labour market statistics in the UK: January 2018, UK public sector finances, data tables: December 2017) to breach due to service unavailability.

This resulted in users of the website receiving an error when trying to view the releases.

ONS website service returns to normal at 09:32.

All releases visible to users at 09:36.

Investigation by the Web Development team has identified that changes to Amazon Web Services infrastructure contributed to the unexpectedly high load on the ONS website on this occasion.

3. Reactions and impact (both within the producer body and outside)

There was one phone call received by the Customer Contact centre, responded to by Media Relations Team.

One tweet received to the official ONS Twitter account, responded to by the Social Media Team.

4. Corrective actions taken to prevent reoccurrence of such a breach (include short-term actions, and long-term changes made to procedures)

Improvements have been made to the capacity of our existing infrastructure, and we are in the process of implementing a new infrastructure to help combat these issues.

5. Links to published statements about this breach

None

6. Any other relevant supporting material

None