

REPORT OF A BREACH OF THE CODE OF PRACTICE FOR STATISTICS

1. Core Information [\[guidance\]](#)

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| Title and link to statistical output | National Rail Passenger Survey (NRPS) http://www.transportfocus.org.uk/research/national-passenger-survey-introduction |
| Name of producer organisation | Transport Focus |
| Name and contact details of person dealing with report | Louise Coward, Acting Head of Insight Email: Louise.Coward@transportfocus.org.uk Tel. 0300 123 0846 |
| Link to published statement about the breach (if relevant) | http://www.transportfocus.org.uk/research/national-passenger-survey-introduction |
| Date of breach report | 04/02/19 |

2. Circumstances of breach [\[guidance\]](#)

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| Relevant principle(s) and practice(s) | Protocol 2 (release Practices), Practice 8 Ensure that no indication of the substance of a statistical report is made public, or given to the media or any other party not recorded as eligible for access before publication. |
| Date of occurrence of breach | 28 January 2018 |
| <i>Give an account of what happened including roles of persons involved, dates, times etc</i> | |
| <p>The publication of the National Rail Passenger Survey (NRPS) Autumn 2018 Report was scheduled at 09:30am on the 29th January 2018. At 15:30 on the previous day (28 January 2019), the Head of Research at Great Western Railway (who was on the pre-release list) inadvertently sent a briefing note on the latest results for his train company to 50 senior managers in his company in advance of publication. He had set up the email and briefing to send at 09:30am on the 29 January but pressed the send button in error in advance of that deadline.</p> | |

3. Impact of the breach [\[guidance\]](#)

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| <i>Provide details of the impact of the breach both inside the producer body and externally</i> |
| <p>43 people not on the pre-release access list potentially could access the information before 09:30am on publication day (i.e. they were on the email distribution list). There were no impact inside Transport Focus or any external ramifications of the breach i.e. the results (that were limited to the area covered by Great Western Railway) were not released outside the train company concerned.</p> |

4. Corrective actions (taken or planned) to prevent re-occurrence [\[guidance\]](#)

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| <i>Describe the short-term actions made to redress the situation and the longer term changes to procedures etc</i> |
| <p>The Head of Research quickly realised his mistake and he recalled the email within seconds of sending the email. The recall and deletion notifications reported. This meant that only approximately 19 saw the email. Additionally, he also sent an email explaining that the email had been sent in error requesting all colleagues on the distribution list to delete the email and to those colleagues who had read some of the contents of the email he asked them to keep the contents strictly confidential until 09:30 on 29 January 2019. He also phoned Transport Focus within a few minutes to report what he had accidentally done.</p> |

In future (for the next survey in June 2019) he will draft his briefing note but not pre-prepare any email until after publication.

Each individual on the pre-release list has to sign a form summarising the conditions under which they are granted pre-release access (with the current exception of Internals and Ministers). Also, any data sent out under pre-release has warning text in more than one place (that is clearly visible) about the importance of keeping to the pre-release rules prior to publication.

The pre-release list is reviewed in advance of each wave of the survey (i.e. twice a year).