

Report of a breach of the Code of Practice for Statistics

Core Information

Title and link to statistical output	Medicines Used in Mental Health – England - 2015/16 to 2019/20 (annual release) Medicines Used in Mental Health – England - Quarterly Summary Statistics April to June 2020 (quarterly release)
Name of producer organisation	NHS Business Services Authority (NHSBSA)
Name and contact details of person dealing with report	Matthew Wilson matthew.wilson4@nhs.net
Name and contact details Lead Official	Michael Cole michael.cole5@nhs.net
Link to published statement about the breach (if relevant)	
Date of breach report	11/09/2020

Circumstances of breach

Relevant principle(s) and practice(s)	Trustworthiness: T3.6 - Statistics should be released to all users at 9.30am on a weekday.
Date of occurrence of breach	10/09/2020
<p>Due to internal processing steps in uploading files and content to our website content management (CMS) system these statistics were not released at 09:30am 10 September 2020. In order to release content on to the NHSBSA website it must first be created by a statistician within the system and then passed to the Web Content Team for review and release. This content had been drawn up in preparation for the 09.30 release in the system by a Statistical Officer. However, when the time came to submit the content for review to Web Content colleagues at approx. 09.25 the CMS session had timed out with the changes to the web pages being lost. The web content then had to be recreated which led to the overrun of the 09.30 release. The key findings and narrative report for these statistics became publicly available at 09:36 for the annual publication, and 09:38 for the quarterly publication. The supporting documentation did not become available until 10:06 and 10:09 respectively.</p>	

Impact of the breach

<p>Access to the key findings and statistical narrative was delayed by less than 10 minutes, with the supporting documentation for the statistics appearing shortly after; all content was available within 40 minutes 09:30am 10 September 2020.</p> <p>We are not aware of any public reaction to the non-availability of the publication at exactly 09:30 am.</p>
--

Corrective actions (taken or planned) to prevent re-occurrence

<p>Short-term: The situation has been addressed with all content available by 10:09am on 10 September 2020.</p> <p>Long-term changes: The process for release of content has now changed. A draft of the web content should be created and saved in into the CMS at least 24 hours prior to publication. This content is then accessible even if a user's session times out. All content and files should be passed to the Web Content Team for review and release no later than 09.30 on publication day.</p>
--