

Corrections and clarifications related to the 2023/24 Annual Report and Financial Statements

Corrections

A number of minor corrections have been noted since the 2023/24 Annual Report and Financial Statements were first published. They are immaterial to the audit, but we are publishing to ensure transparency.

1. In the section about our work to protect those at risk from predatory marketing campaigns on **page 20** the statement “We have issued ... 26 enforcement notices (2022/23: 14)” should read “We have issued ... 25 enforcement notices (2022/23: 14)”.
2. The table on **page 32** does not relate to the high-level outcomes graph above. The data in the table represents total casework numbers for Data Protection complaints, which are shown on **page 31**.

The table which should have been included on **page 32** is:

High level outcomes	2021/22	2022/23	2023/24
Advice given, no further action	63%	65%	62%
Informal action taken	36%	35%	38%
Other	0%	0%	0%

3. In the criminal investigations section on **page 41** the statement “We delivered ... five cautions in the year” should read “We delivered ...seven cautions in the year”.
4. In the sustainability report from pages **52 to 56**, we have identified various errors. The causes of these errors are:

- Total figures for travel or utility usage were not correctly added up from the individual figures which make up these total figures.
- FTE figures for 2022/23 were calculated based on an average FTE figure of 1010. However, the correct figure that should have been used, as declared in the 2022/23 annual report, was 998.2 FTE.
- FTE figures for 2020/21 were calculated based on an average FTE figure of 743.6. This was the average number permanently employed staff during 2020/21, but this does not include temporarily employed staff. The correct figure should have been 787.1.
- Human error in entering one figure (total reams of A4 paper in 2021/22).

The full corrected sustainability report is provided in the annex at the end of this document.

Clarifications

In reviewing the published 2023/24 Annual Report and Financial Statements, we believe it would be useful to all readers to clarify the following:

- a. In the civil investigations and high priority inquiries section on **page 41** the statement “We issued ten enforcement notices (2022/23: one), including taking regulatory action on employment monitoring and biometric data collection” would have been clearer if it included an explanation that the ICO issued 11 enforcement notices in total: 10 issued by the civil investigations team and one by another ICO team. This additional enforcement notice is referred to on **page 15** of the 2023/24 annual report.
- b. The graph and table on **page 43** show PECR concerns, with comparatives for the previous two years. The 2023/24 annual report includes telesales and texts, cookies and emails in all figures provided. It should be noted that the 2022/23 Annual Report showed a similar graph and table which only included telesales and texts (with an additional plot for cookie concerns). Although the figures in each document are correct, it would have been helpful if we had explained that the figures in each document had been calculated in a different way.

Annex 1: corrected sustainability tables

Some figures in the tables below are denoted with an *. This indicates that the total is not a direct sum of the figures contributing to it due to rounding.

Where figures have been corrected from the figures set out in the 2023/24 annual report, the figure previously stated is set out underneath it in brackets.

Greenhouse gas emissions

Total tonnes CO₂	2020/21	2021/22	2022/23	2023/24
Scope 1 (gas)	44	37	29	40
Scope 2 (electricity)	105	64	96	54
Scope 3 (travel)	1	15*	113 (was 118)	350 (was 355)
Total emissions	150	116	238 (was 243)	444 (was 449)

Tonnes CO₂ per full-time equivalent staff	2020/21	2021/22	2022/23	2023/24
Scope 1 (gas)	0.06	0.04	0.03	0.04
Scope 2 (electricity)	0.13 (was 0.14)	0.07	0.10	0.05
Scope 3 (travel)	0.001	0.02	0.12 (was 0.11)	0.34
Total	0.19 (was 0.20)	0.13	0.24	0.43

Waste minimisation and management and finite resource consumption

Total waste, water and paper consumption	2020/21	2021/22	2022/23	2023/24
Waste / tonnes	3	11	17	15
Water consumption / m3	567	207	413	447
A4 paper / reams	200	140	310	391

Waste, water and paper consumption per	2020/21	2021/22	2022/23	2023/24
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full-time equivalent staff				
Waste / tonnes	0.004	0.01	0.02 (was 0.01)	0.01
Water consumption / m ³	0.72	0.23	0.41 (was 0.40)	0.43
A4 paper / reams	0.25	0.16 (was 0.15)	0.31	0.38

Waste, water and paper expenditure	2020/21	2021/22	2022/23	2023/24
Waste (£)	6,642	8,892	11,646	11,841
Water (£)	20,751	12,666	13,638	9,933
A4 paper (£)	424	344	1,387	1,641

Waste disposal by destination	2020/21	2021/22	2022/23	2023/24
Waste recycled (t)	-	1.57	5.89	3.96
Waste composted (t)	-	0.00	0.00	0.00
Waste incinerated with energy recovery (t)	-	8.73	10.74	11.04
Waste incinerated without energy recovery (t)	-	0.00	0.00	0.00
Waste to landfill (t)	-	0.70	0.00	0.00
Total disposal (t)	3.22#	11.00	16.63	15.00

figures for waste disposal by destination were not available due to Covid-19 pandemic

Total travel

Cars	2020/21	2021/22	2022/23	2023/24
Kms	1,761	9,097	59,911	171,253
Cost £	486	4,132	15,037	25,043
Tonnes CO ₂	0.3	2	11	31

Rail	2020/21	2021/22	2022/23	2023/24
Kms	8,190	127,834	394,105	770,085
Cost £	2,612	41,684	125,262	238,978
Tonnes CO ₂	0.2	5	15	27

Flights	2020/21	2021/22	2022/23	2023/24
Number	0	71	206	774
Kms (total)	0	84,247	383,731	958,741
Kms (international)	0	73,871	351,764	815,767
Kms (domestic)	0	10,376	31,967	142,974
Cost £	0	12,711	99,533	138,006
Tonnes CO ₂	0	9	87	292

Travel summary	2020/21	2021/22	2022/23	2023/24
Cost £	3,097*	58,526*	239,832 (was 213,264)	402,207 (was 418,073)
Tonnes CO ₂	0.5	15*	113 (was 52)	350 (was 355)

Travel per full-time equivalent staffing

Cars	2020/21	2021/22	2022/23	2023/24
Kms	2.24 (was 2.37)	10.29	60.02 (was 59.32)	164.26
Cost £	0.62 (was 0.65)	4.68	15.06 (was 14.89)	24.02
Tonnes CO ₂	0.00	0.00	0.01	0.03

Rail	2020/21	2021/22	2022/23	2023/24
Kms	10.41 (was 11.02)	144.64	394.82 (was 390.20)	738.62
Cost £	3.32 (was 3.52)	47.16	125.49 (was 124.02)	229.21
Tonnes CO ₂	0.00	0.01	0.02 (was 0.01)	0.03

Flights	2020/21	2021/22	2022/23	2023/24
Number	0.00	0.08	0.21 (was 0.20)	0.74
Kms	0.00	95.32	384.42 (was 379.93)	919.57

Cost £	0.00	14.38	99.71 (was 98.55)	132.37
Tonnes CO ₂	0.00	0.01	0.09 (was 0.08)	0.28

Travel summary	2020/21	2021/22	2022/23	2023/24
Cost £	3.94 (was 4.17)	66.22	240.26 (was 211.15)	385.60 (was 400.99)
Tonnes CO ₂	0.00	0.02	0.11 (was 0.05)	0.34

Total utilities

Gas	2020/21	2021/22	2022/23	2023/24
Kwh	244,507	205,653	160,331	223,312
Cost £	8,578	6,902	10,350	11,862
Tonnes CO ₂	44	37	29	40

Electricity	2020/21	2021/22	2022/23	2023/24
Kwh	413,340	276,409	456,162	581,427
Cost £	78,333	58,041	126,664	194,200
Tonnes CO ₂	105	64	96	54

Utility summary	2020/21	2021/22	2022/23	2023/24
Cost £	86,911*	64,944*	137,015*	206,062
Tonnes CO ₂	149 (was 73)	101 (was 69)	125 (was 71)	94

Utilities per full-time equivalent staffing

Gas	2020/21	2021/22	2022/23	2023/24
Kwh	310.64 (was 329.10)	232.69	160.62 (was 158.74)	214.19
Cost £	10.90 (was 11.54)	7.81	10.37 (was 10.24)	11.38
Tonnes CO ₂	0.06	0.04	0.03 (was 0.02)	0.04

Electricity	2020/21	2021/22	2022/23	2023/24
Kwh	525.14 <i>(was 556.31)</i>	312.74*	456.98 <i>(was 451.64)</i>	557.67
Cost £	99.52 <i>(was 105.43)</i>	65.67	126.89 <i>(was 125.40)</i>	186.27
Tonnes CO ₂	0.13 <i>(was 0.14)</i>	0.07	0.10 <i>(was 0.09)</i>	0.05

Utility summary	2020/21	2021/22	2022/23	2023/24
Cost £	110.42 <i>(was 116.97)</i>	73.48	137.26 <i>(was 135.65)</i>	197.64*
Tonnes CO ₂	0.19 <i>(was 0.10)</i>	0.11 <i>(was 0.08)</i>	0.13 <i>(was 0.07)</i>	0.09