

Our Reference: 3175

13/03/2026

Freedom of Information Act 2000 Enquiry: Contracted Bus Service Audits

Thank you for contacting West Yorkshire Combined Authority ('the Combined Authority') with your request for information, which was received on 16/02/2026.

Your request was:

"I am writing to find out if you carry out audits of contracted bus services?

That is, either on street or onboard to ensure contracted operators are providing the contracted level of service.

If so, how many have been carried out since March 2025 and per operator, what percentage passed and failed

For the failures, please provide a reason for the failures."

This request was handled under the Freedom of Information Act 2000 (FoIA), and I can confirm that the Combined Authority holds the information covered by your request:

Yes, the Combined Authority undertakes audits of our contracted bus services. The numbers, outcomes, and failure reasons regarding these checks for the period 01-Mar-25 – 31-Jan-26 are in the document 'Ref 3175 – Tendered Service Checks.pdf'.

However, we are withholding information relating to the breakdown of the data by service operator under Section 43(2) of the FoIA, which exempts us from the general duty to release information which would, or would be likely to, prejudice the commercial interests of any entity, including the public authority holding the information.



Disclosure under the FoIA is to the world at large. Section 43 is a qualified exemption, and as such, we are required to assess the public interest in withholding this information against that of its release.

The Combined Authority is committed to openness and transparency and recognises the public interest in local government spending and activities; we have therefore taken into consideration the following:

- Contracts are awarded using public money which meets the FoIA 'Public Right to Know' requirements, ensuring transparency in terms of public expenditure.
- Disclosure could promote a better understanding of how the organisation makes use of public resources and how this is reflected in its terms of spending.
- Contractors are aware that commercial information is subject to the FoIA.

However, we also consider that this information is commercially sensitive as:

- Disclosure will put misleading information into the public domain regarding how operators and the Combined Authority work together to address performance issues. This work is affected by multiple factors not outlined in the information such as the volume of work the operator provides, the level of co-operation that the Combined Authority receives and the action an operator takes to resolve issues that have been identified by the Combined Authority's Monitoring team. It would cause reputational harm to the Combined Authority if the published information gave an incorrect impression regarding how operators are treated; this may discourage future bidders from tendering and would thus affect our ability to procure services to get the best value for public money.
- Publishing this information will allow competing operators to become aware of it. Disclosure is therefore likely to adversely affect an operator's future ability to tender for commercial work on an equal footing with their counterparts as the data could be used by competitors to undermine the operator and gain commercial advantage.

For these reasons above, we consider that on balance, the public interest in maintaining the exemption outweighs that of disclosure.



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West Yorkshire

If you believe that your request for information has not been handled properly, you can ask for an internal review of our decision. Internal review requests should be submitted within two months of the date of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk

For your information, there is no charge for making an appeal.

Yours sincerely,

Information Governance Officer

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