

**Complaints, Casework & Correspondence**

Complaints, Correspondence & Casework	2023-24			
	Dec	Nov	Oct	Apr-Sep
Total: Complaints, Correspondence & Casework	403 ↓	436 ↑	562	2951
Mayoral Office (Casework)	74 ↓	80 ↓	121	838
Combined Authority (Casework)	8 ↓	9 ↓	28	124
Combined Authority (Correspondence)	128 ↓	155 ↓	219	845
Operators	190 ↑	185 ↓	195	1174
Total Number at Stage 1	128 ↓	155 ↓	219	814
Number Resolved at Stage 1	122 ↓	153 ↓	217	791
Number at Stage 2	1 ↑	0 ↔	0	2
Number Overturned at Stage 2	1 ↑	0 ↔	0	0
Number at LGO	0 ↔	0 ↔	0	0
Number Upheld by LGO	0 ↔	0 ↔	0	0
<b>Responded to within 15 working days KPI: 85%</b>				
Combined Authority (Casework)	100%	88%	92%	
Combined Authority (Correspondence)	81%	89%	85%	
<b>Top 5 Complaints, Casework &amp; Correspondence 2023-24</b>				
Failed to Operate <i>e.g. buses failing to operate at scheduled time</i>	199	8.53%		
Poor Attitude <i>e.g. attitude of driver (unwilling) unable to assist, ignoring anti-social behaviour</i>	109	4.67%		
Feedback <i>e.g. general enquiries, not complaints</i>	101	4.33%		
Failed to Stop <i>e.g. bus failing to stop, missing stop, overcrowding</i>	99	4.24%		
Bus Station <i>e.g. antisocial behaviour, facilities, cleanliness, staff</i>	87	3.73%		
<b>Definitions</b>				
<i>Casework: Predominately made up from member or MP enquiries.</i>				
<i>Correspondence (inc. Complaints, as an expression of dissatisfaction about the standard of service the Combined Authority provides)</i>				
<i>Stage 1, Stage 2: Includes correspondence and complaints</i>				

**Health & Safety**

Health & Safety	2023-24	2022-23
	Total	Total
Number of RIDDOR's Q1	0	0 ↔
Number of RIDDOR's Q2	0	0 ↔
Number of RIDDOR's Q3	0	0 ↔
Number of RIDDOR's Q4		0
Number of Incidents Q1	61	38 ↑
Number of Incidents Q2	81	39 ↑
Number of Incidents Q3	50	56 ↓
Number of Incidents Q4		59
Number of Near Misses Q1	157	97 ↑
Number of Near Misses Q2	253	179 ↓
Number of Near Misses Q3	95	242 ↓
Number of Near Misses Q4		248

**Internal Audit**

Internal Audit	2023-24	2022-23
Total Number of Whistleblowing Cases	2	3 ↓
Total Number of Fraud Referrals	10	4 ↑
Number of Upheld Fraud Investigations	3	1 ↑
%age of Audit Recommendations Implemented	46%	48% ↓
Number of Audit Recommendations Overdue	4	0 ↑
Number of Limited\ Minimal Assurances	4	7 ↓
%age of Audits Completed to Plan	36%	77%

**Key**

Increase vs last year\ month	↑
Decrease vs last year\ month	↓
Same as last year\ month	↔

**Legal, Governance & Compliance (inc. Information Governance)**

Legal, Governance & Compliance   Information Governance	2023-24		2022-23	Change
	Total YTD	KPI*	Total	
Percentage of Quorate Committees	83.3%		88.9%	↓ -5.6%
Percentage of Committees Cancelled	2.8%		10.0%	↓ -7.2%
Number of Committee Self-Reviews Undertaken	0		0	↔ 0
%age of Member Returns (Declarations of Interest) within 28-day deadline	96.6%	100%	96.6%	↔ 0.0%
Compliance with Committee Agenda Publication Deadline	100.0%	100%	100.0%	↔ 0.0%
Compliance with Statutory Key Decision Publication Deadlines	100.0%	100%	98.0%	↑ 2.0%
Number of Complaints Against Members Upheld	0		0	↔ 0
Number of Complaints Against Members Not Upheld	1		0	↑ 1
Insurance Claims	46			
Uninsured Claims	3			
Number of Freedom of Information Requests Closed (inc. EIRs)	149		177	
Number of Freedom of Information Requests Responded on Time	144	100%	176	
Number of Data Subject Access Requests Closed	20		18	
Number of Data Subject Access Requests Responded on Time	15	100%	18	
Number of Data Security Incidents	45		74	
Number of Data Security Incidents reported to ICO	0		0	

*\*Whilst the CA KPI on FOI's is 100%, the ICO's compliance target is 85%*

**Human Resources**

Human Resources	2023-24 (Q3)	2022-23	West Yorks.
Training Completion of Key Courses (GDPR, Cyber Security, H&S, EDI)	89.80%		
Gender Mean Pay Gap	5.38%	3.63%	↑
Ethnicity Mean Pay Gap	9.80%	11.80%	↓
BME Employees	113 13%	TBC	↗ 23%
White Employees	703 82%	TBC	↗ 77%
Unknown (includes prefer not to say)	46 5%	TBC	

*Arrows on BME Employee's, White Employee's show direction which organisation is moving and not comparisons with West Yorks.*

**Finance & Commercial**

Finance & Commercial	2023-24	2022-23
Number of Procurement Challenges	0	0 ↔
Number of Retrospective Waivers	4	3 ↑
Number of Waivers Linked to Contract Standing Orders Cats	37	35 ↑
Category A Waivers <=£10,000	6	4 ↑
Category B Waivers >£10,000 <£60,000	30	26 ↑
Category C Waivers >£60,000 <£200,000	6	7 ↓
Category D Waivers >£200,000 <£2,000,000	4	2 ↑
Category E Waivers >£2,000,000	1	0 ↑

*For the purpose of determining the requisite tendering procedure under the Contracts Standing Orders, financial categories apply to all contracts for the execution of works, the supply of goods or the supply of services, unless a Procurement Framework or Central Purchasing Body is being utilised. Approval must be sought before Contracts Standing Orders can be waived*

**Information & Communications Technology**

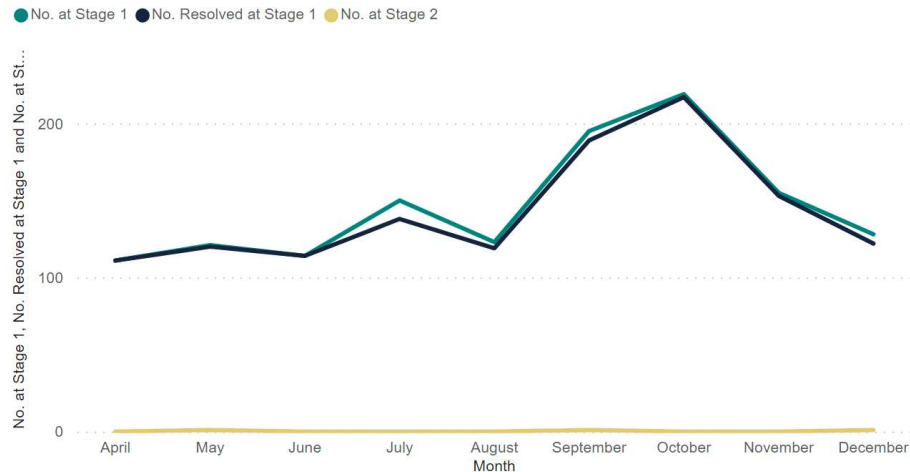
ICT	2023-24 Total	2022-23 Total
Number of Attempted Malware Attacks	116	114 ↑
Number of Successful Malware Attacks	0	0 ↔
Number of Attempted Distributed Denial-of-Service (DDoS) Attacks*	3	N/A
Number of Successful Distributed Denial-of-Service (DDoS) Attacks*	2	N/A

*\*Monitoring Data collected from August 2023*

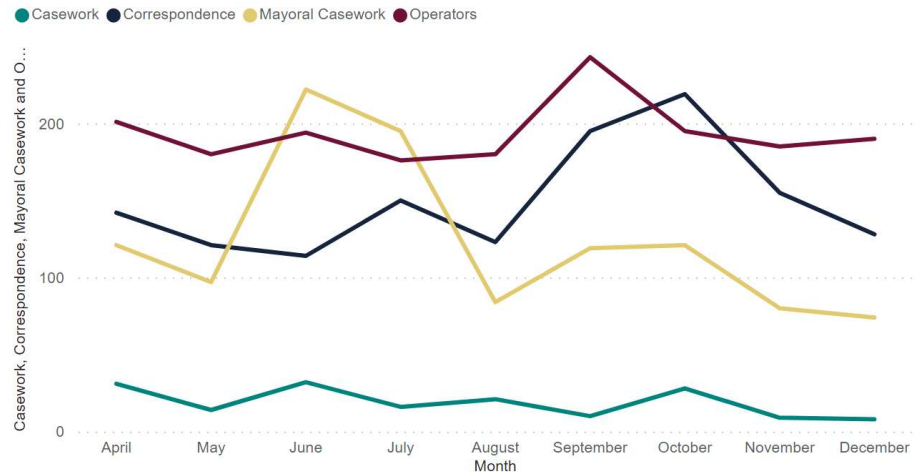
# West Yorkshire Combined Authority

## Governance & Audit Compliance Dashboard - Summary of Casework, Complaints & Correspondence

No. at Stage 1, No. Resolved at Stage 1 and No. at Stage 2 by Month



Casework, Correspondence, Mayoral Casework and Operators by Month



At 219, October had the highest No. at Stage 1 and was 97.30% higher than April, which had the lowest No. at Stage 1 at 111.

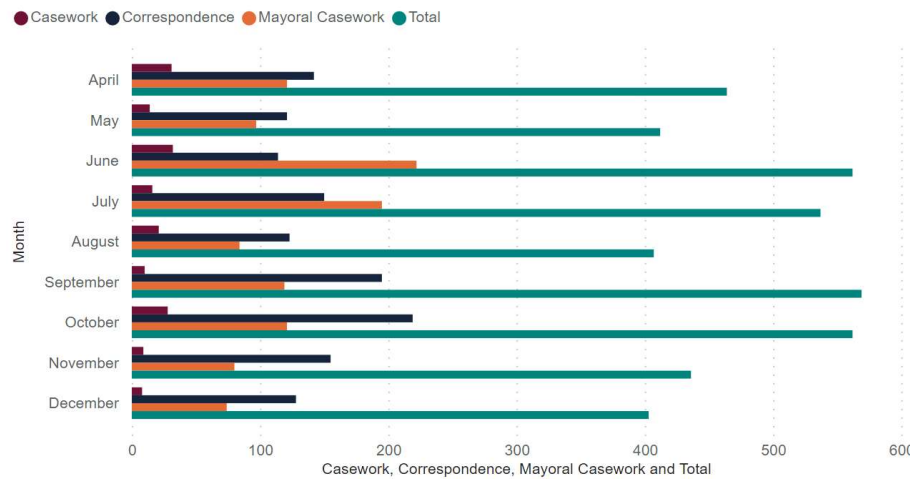
No. at Stage 1 and total No. Resolved at Stage 1 are positively correlated with each other.

October accounted for 16.64% of No. at Stage 1.

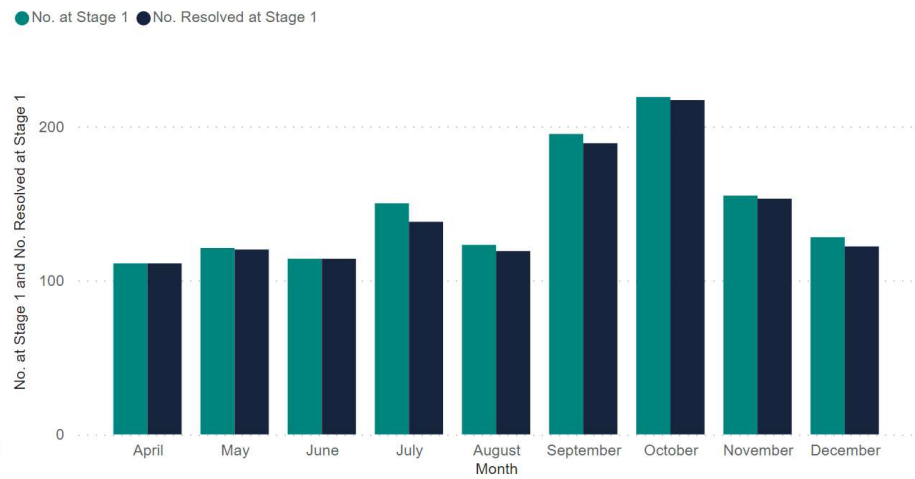
Across all 9 Month, No. at Stage 1 ranged from 111 to 219, No. Resolved at Stage 1 ranged from 111 to 217, and No. at Stage 2 ranged from 0 to 1.

No. at Stage 1 and No. Resolved at Stage 1 diverged the most when the Month was July, when No. at Stage 1 were 12 higher than No. Resolved at Stage 1.

Casework, Correspondence, Mayoral Casework and Total by Month



No. at Stage 1 and No. Resolved at Stage 1 by Month



**Note:** The CA has a two-stage process for dealing with complaints.

Upon receipt of a complaint, the CA will look at whether this could be resolved quickly, known as "informal resolution". If not:

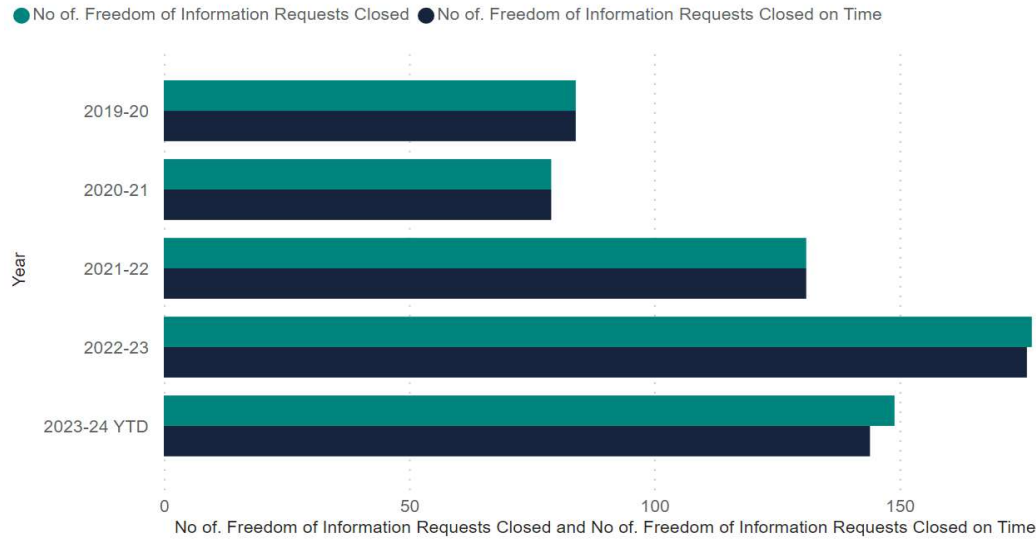
Stage 1: Acknowledgement of complaint within 3 working days and a full response within 15 working days.

Stage 2: If an individual is dissatisfied after receiving the response, a complaint can be escalated to Stage 2, where it will be reviewed by a more senior officer within 28 days from the date the CA responded to the initial complaint.

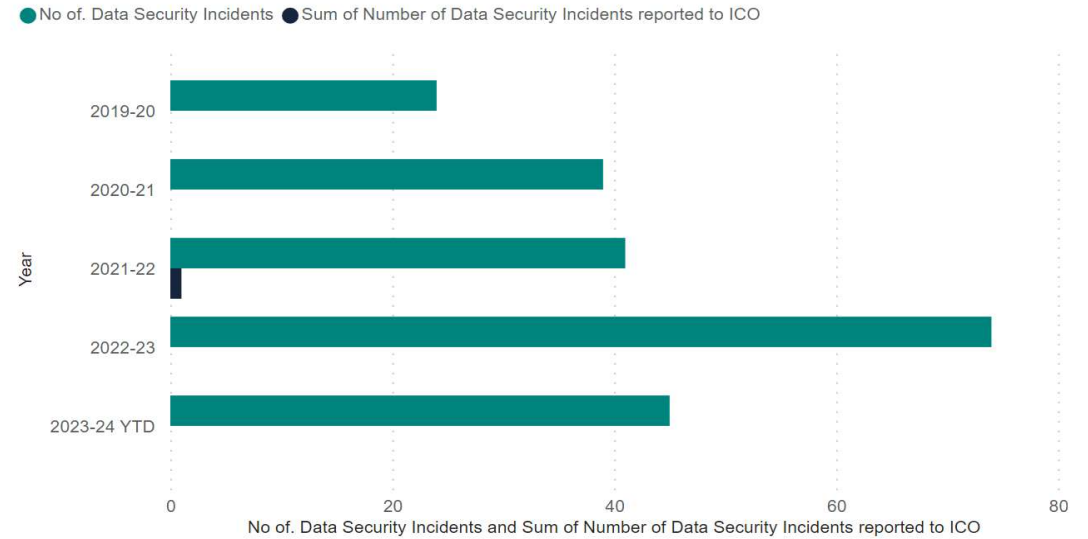
# West Yorkshire Combined Authority

## Governance & Audit Compliance Dashboard - Summary of Legal & Governance | Information Governance

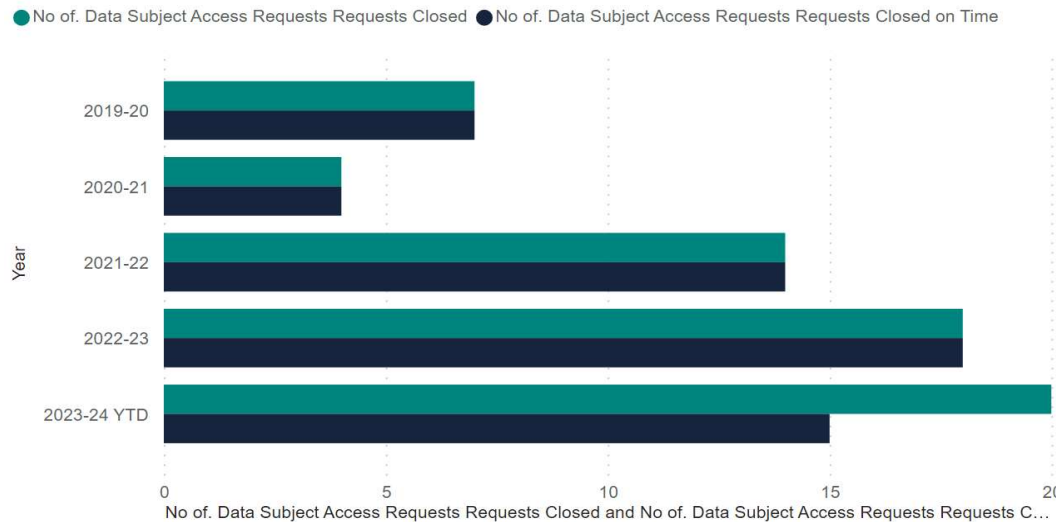
No of. Freedom of Information Requests Closed and No of. Freedom of Information Requests Closed on Time by Year



No of. Data Security Incidents and Sum of Number of Data Security Incidents reported to ICO by Year



No of. Data Subject Access Requests Requests Closed and No of. Data Subject Access Requests Requests Closed on Time by Year



At 177, 2022-23 had the highest No of. Freedom of Information Requests Closed and was 124.05% higher than 2020-21, which had the lowest No of. Freedom of Information Requests Closed at 79. Predictions show at current rates 2023-24 is set to see 179 Freedom of Information Requests.

No of. Freedom of Information Requests Closed and total No of. Freedom of Information Requests Closed on Time are positively correlated with each other. 2022-23 accounted for 28.55% of No of. Freedom of Information Requests Closed.

No of. Freedom of Information Requests Closed and No of. Freedom of Information Requests Closed on Time diverged the most when the Year was 2023-24 YTD, when No of. Freedom of Information Requests Closed were 5 higher than No of. Freedom of Information Requests Closed on Time.

Across all 5 Year, No of. Data Security Incidents ranged from 24 to 74 and Sum of Number of Data Security Incidents reported to ICO ranged from 0 to 1.