

**Complaints, Casework & Correspondence**

Complaints, Correspondence & Casework	2023-24			
	July	June	May	April
Total: Complaints, Correspondence & Casework	537	562	412	464
Mayoral Office (Casework)	195	222	97	121
Combined Authority (Casework)	16	32	14	31
Combined Authority (Correspondence)	150	114	121	142
Operators	176	194	180	201
Total Number at Stage 1	150	114	121	111
Number Resolved at Stage 1	138	114	120	111
Number at Stage 2	0	0	1	0
Number Overturned at Stage 2	N/A	N/A	0	N/A
Number at LGO	0	0	0	0
Number Upheld by LGO	N/A	N/A	N/A	N/A
<b>Responded to within 15 working days KPI: 85%</b>				
Combined Authority (Casework)	86%	81%	85%	85%
Combined Authority (Correspondence)	81%	87%	93%	87%

**Top 5 Complaints, Casework & Correspondence 2023-24**

Bus Stop / Shelter	43
Facilities (bin, seating, lighting, CCTV, real time)	42
Feedback	40
Passenger Information	39
Bus Station	37

**Definitions**

Casework: Predominately made up from member or MP enquiries.

Correspondence (inc. Complaints, as an expression of dissatisfaction about the standard of service the Combined Authority provides)

Stage 1, Stage 2: Includes correspondence and complaints

**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	0
Number of Incidents Q1	48	38
Number of Incidents Q2	50	39
Number of Incidents Q3		56
Number of Incidents Q4		59
Number of Near Misses Q1	128	97
Number of Near Misses Q2	99	179
Number of Near Misses Q3		242
Number of Near Misses Q4		248

**Internal Audit**

Internal Audit	2023-24	2022-23
Total Number of Whistleblowing Cases	1	3
Total Number of Fraud Referrals	7	4
Number of Upheld Fraud Investigations	0	1
%age of Audit Recommendations Implemented	21%	48%
Number of Audit Recommendations Overdue	3	0
Number of Limited\ Minimal Assurances	0	7
%age of Audits Completed to Plan	10%	77%

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

Legal, Governance & Compliance   Information Governance	2023-24 Total YTD	KPI	2022-23 Total	Change
Percentage of Quorate Committees	93.5%		88.9%	↑ 4.6%
Percentage of Committees Cancelled	4.8%		10.0%	↓ 5.2%
Number of Committee Self-Reviews Undertaken	0		0	↔ 0
%age of Member Returns (Declarations of Interest) within 28-day deadline	69.0%	100%	96.6%	↓ -27.6%
Compliance with Committee Agenda Publication Deadline	100.0%	100%	100.0%	↔ 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	42			
Uninsured Claims	1			
Number of Freedom of Information Requests Received (inc. EIR's)	89		177	
Number of Freedom of Information Requests Responded on Time	87	100%	176	
Number of Data Subject Access Requests Requests Received	10		18	
Number of Data Subject Access Requests Requests Responded on Time	8	100%	18	
Number of Data Security Incidents	23		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 As at: 30/6/23	2022-23	West Yorks
Training Completion of Key Courses (GDPR, Cyber Security, H&S, EDI)	89.19%		
Gender Mean Pay Gap	TBC	3.63%	
Ethnicity Mean Pay Gap	TBC	11.80%	
BME Employees	98	12%	TBC → 23%
White Employees	668	83%	TBC → 77%
Unknown (includes prefer not to say)	43	5%	TBC

**Finance & Commercial**

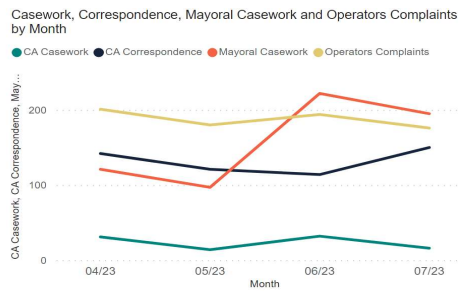
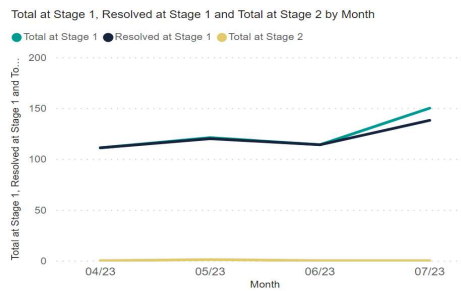
Finance & Commercial	2023-24	2022-23
Number of Procurement Challenges	0	0
Number of Retrospective Waivers	3	3
Number of Waivers Linked to Contract Standing Orders Cats	27	35
Category A Waivers <=£10,000	3	4
Category B Waivers >£10,000 <£60,000	18	26
Category C Waivers >£60,000 <£200,000	3	7
Category D Waivers >£200,000 <£2,000,000	2	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	55	114
Number of Successful Malware Attacks	0	0

# West Yorkshire Combined Authority Governance & Audit Compliance Dashboard - Summary of Casework, Complaints & Correspondence



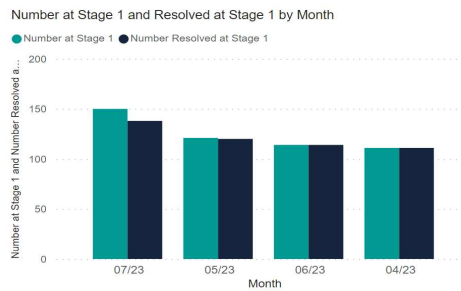
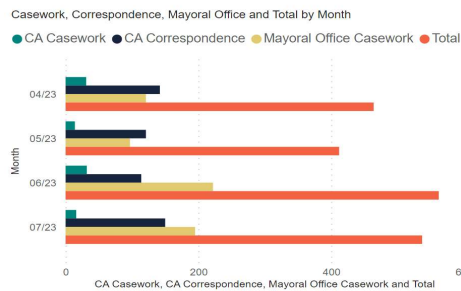
At 150, July, 23 had the highest Total at Stage 1 and was 35.14% higher than April, 23, which had the lowest Total at Stage 1 at 111.

Total at Stage 1 and total Resolved at Stage 1 are positively correlated with each other.

July, 23 accounted for 30.24% of Total at Stage 1.

Across all 4 Month, Total at Stage 1 ranged from 111 to 150, Resolved at Stage 1 ranged from 111 to 138, and Total at Stage 2 ranged from 0 to 1.

Number at Stage 1 and Number Resolved at Stage 1 diverged the most when the Month was 07/23, when Number at Stage 1 were 12 higher than Number Resolved at Stage 1.

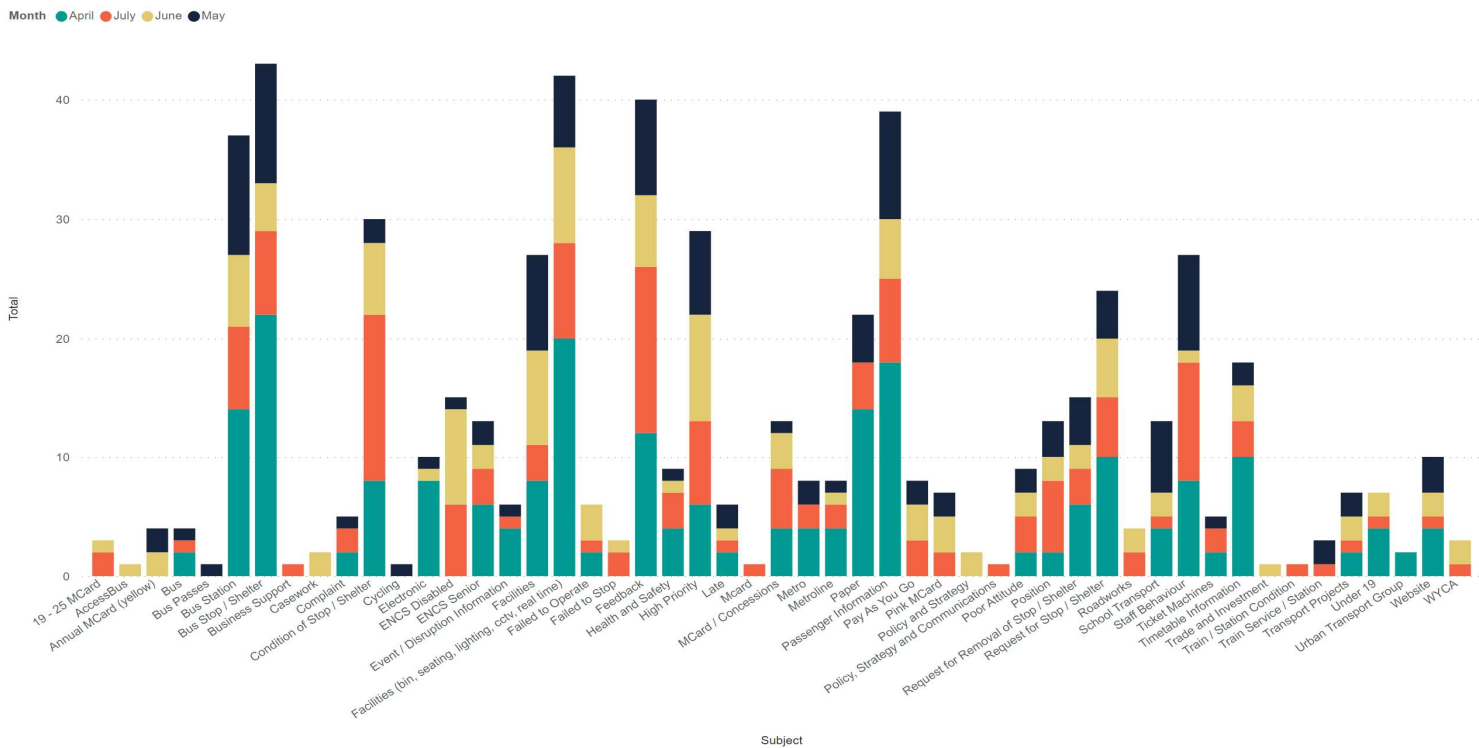


The CA has a two-stage process for dealing with complaints. Upon receipt of a complaint, the CA will look at whether this could be resolved quickly, known as "informal resolution". If not:

**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.

**Total by Subject and Month**

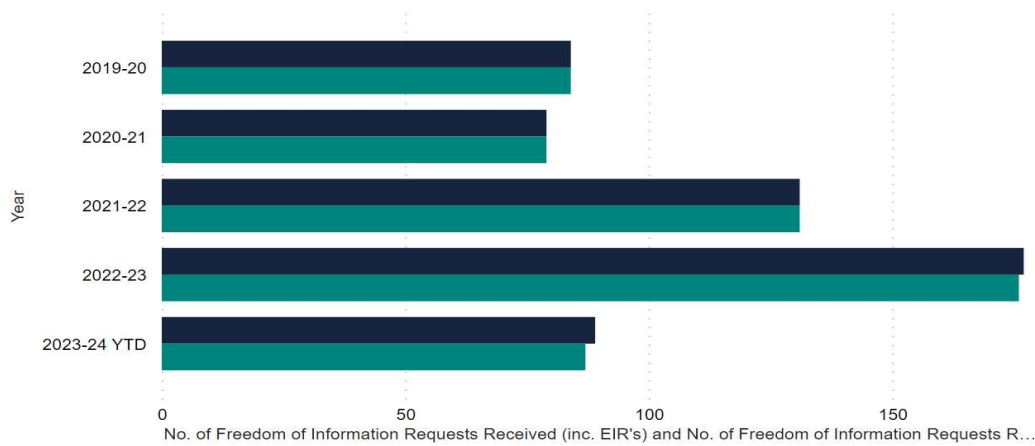


# West Yorkshire Combined Authority

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

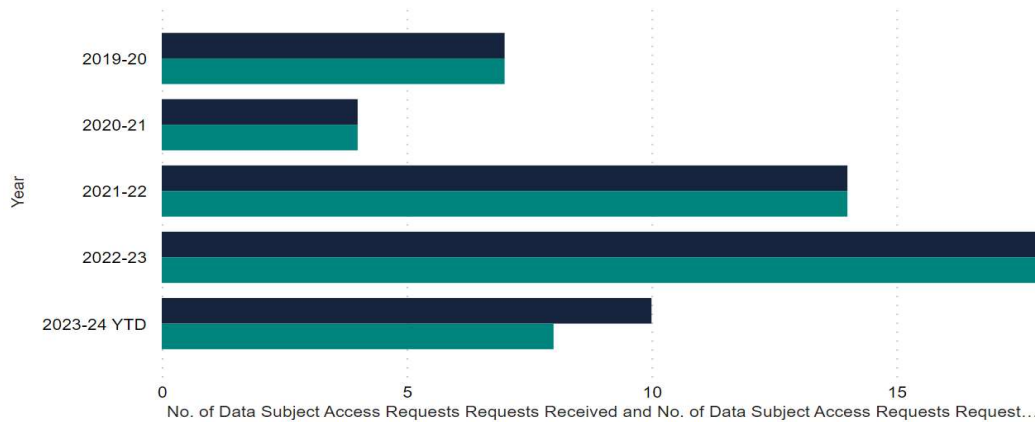
No. of Freedom of Information Requests Received (inc. EIR's) and No. of Freedom of Information Requests Responded on Time by Year

● No. of Freedom of Information Requests Received (inc. EIR's) ● No. of Freedom of Information Requests Responded on Time



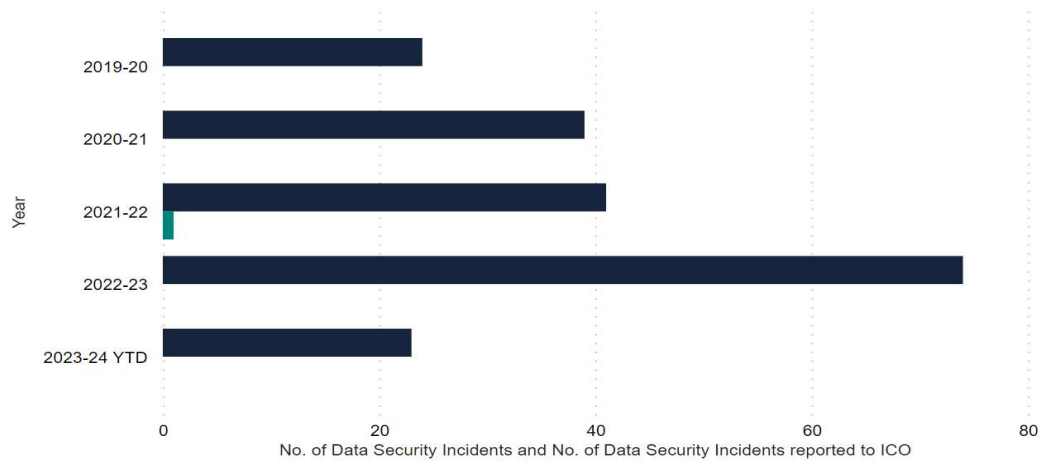
No. of Data Subject Access Requests Requests Received and No. of Data Subject Access Requests Requests Responded on Time by Year

● No. of Data Subject Access Requests Requests Received ● No. of Data Subject Access Requests Requests Responded on Time



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

● No. of Data Security Incidents ● No. of Data Security Incidents reported to ICO



At 177, 2022-23 had the highest No. of Freedom of Information Requests Received (inc. EIR's) and was 124.05% higher than 2020-21, which had the lowest at 79. Predictions show at current rates 2023-24 is set to see 214 Freedom of Information Requests. This would be a 20.34% increase on 2022-23

The No. of Freedom of Information Requests Received (inc. EIR's) and total No. of Freedom of Information Requests Responded on Time are positively correlated with each other. 2022-23 accounted for 31.61% of No. of Freedom of Information Requests Received (inc. EIR's).

No. of Freedom of Information Requests Received (inc. EIR's) and No. of Freedom of Information Requests Responded on Time diverged the most when the Year was 2023-24 YTD, when No. of Freedom of Information Requests Received (inc. EIR's) were 2 higher than No. of Freedom of Information Requests Responded on Time. Across all 5 Year, No. of Data Security Incidents ranged from 23 to 74 and No. of Data Security Incidents reported to ICO ranged from 0 to 1.