

To follow

**Complaints, Casework & Correspondence**

Complaints, Correspondence & Casework	2023-24				
	October	Sept	August	Apr-Jul	
Total: Complaints, Correspondence & Casework	562 ↓	569 ↑	407	1975	
Mayoral Office (Casework)	121 ↑	119 ↓	84	635	
Combined Authority (Casework)	28 ↑	10 ↓	21	93	
Combined Authority (Correspondence)	219 ↑	195 ↑	123	527	
Operators	195 ↓	243 ↓	180	751	
Total Number at Stage 1	219 ↑	195 ↑	123	496	
Number Resolved at Stage 1	217 ↑	189 ↑	119	483	
Number at Stage 2	0 ↑	1 ↑	0	1	
Number Overturned at Stage 2	0 ↔	0 ↔	0	0	
Number at LGO	0 ↔	0 ↔	0	0	
Number Upheld by LGO	0 ↔	0 ↔	0	0	

**Responded to within 15 working days KPI: 85%**

Combined Authority (Casework)	93%	90%	71%
Combined Authority (Correspondence)	85%	86%	91%

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

Feedback	73	7.05%
Bus Stop / Shelter	62	5.99%
Condition of Stop / Shelter	57	5.51%
Bus Station	56	5.41%
Passenger Information	56	5.41%

**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 ↔
Number of Incidents Q1	48	38 ↑
Number of Incidents Q2	50	39 ↑
Number of Incidents Q3	38	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	121	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	6	4 ↑
Number of Upheld Fraud Investigations	3	1 ↑
%age of Audit Recommendations Implemented	49%	48% ↑
Number of Audit Recommendations Overdue	1	0 ↑
Number of Limited\ Minimal Assurances	2	7 ↓
%age of Audits Completed to Plan	19%	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	84.8%		88.9%	↓ -4.1%
Percentage of Committees Cancelled	3.0%		10.0%	↓ -7.0%
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	37			
Uninsured Claims	1			
Number of Freedom of Information Requests Closed (inc. EIRs)	117		177	
Number of Freedom of Information Requests Responded on Time	114	100%	176	
Number of Data Subject Access Requests Closed	16		18	
Number of Data Subject Access Requests Responded on Time	13	100%	18	
Number of Data Security Incidents	38		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)	86.00%		
Gender Mean Pay Gap	TBC	3.63%	
Ethnicity Mean Pay Gap	TBC	11.80%	
BME Employees	113 13%	TBC	↗ 23%
White Employees	703 82%	TBC	↗ 77%
Unknown (includes prefer not to say)	46 5%	TBC	

**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	5	4 ↑
Category B Waivers >£10,000 <£60,000	23	26 ↓
Category C Waivers >£60,000 <£200,000	5	7 ↓
Category D Waivers >£200,000 <£2,000,000	3	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

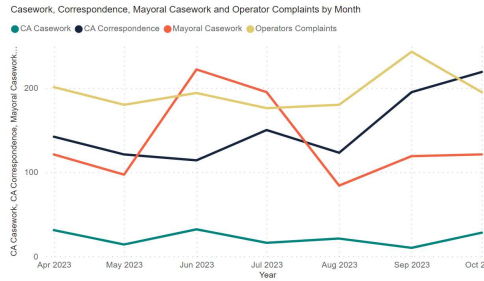
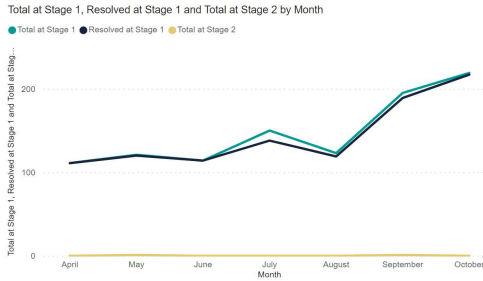
**Information & Communications Technology**

ICT	2023-24 Total	2022-23 Total
Number of Attempted Malware Attacks	86	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

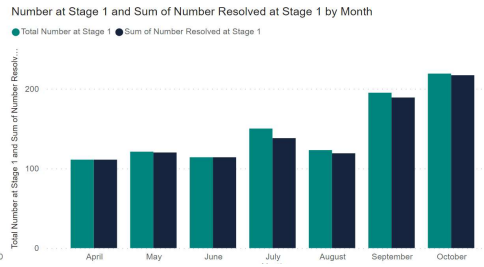
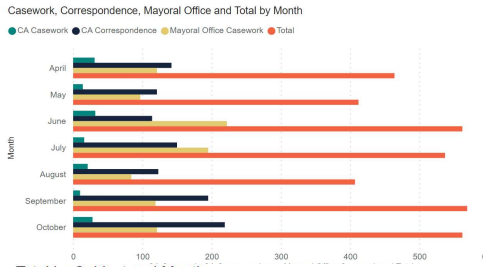
\*Monitoring Data collected from August 2023

# West Yorkshire Combined Authority

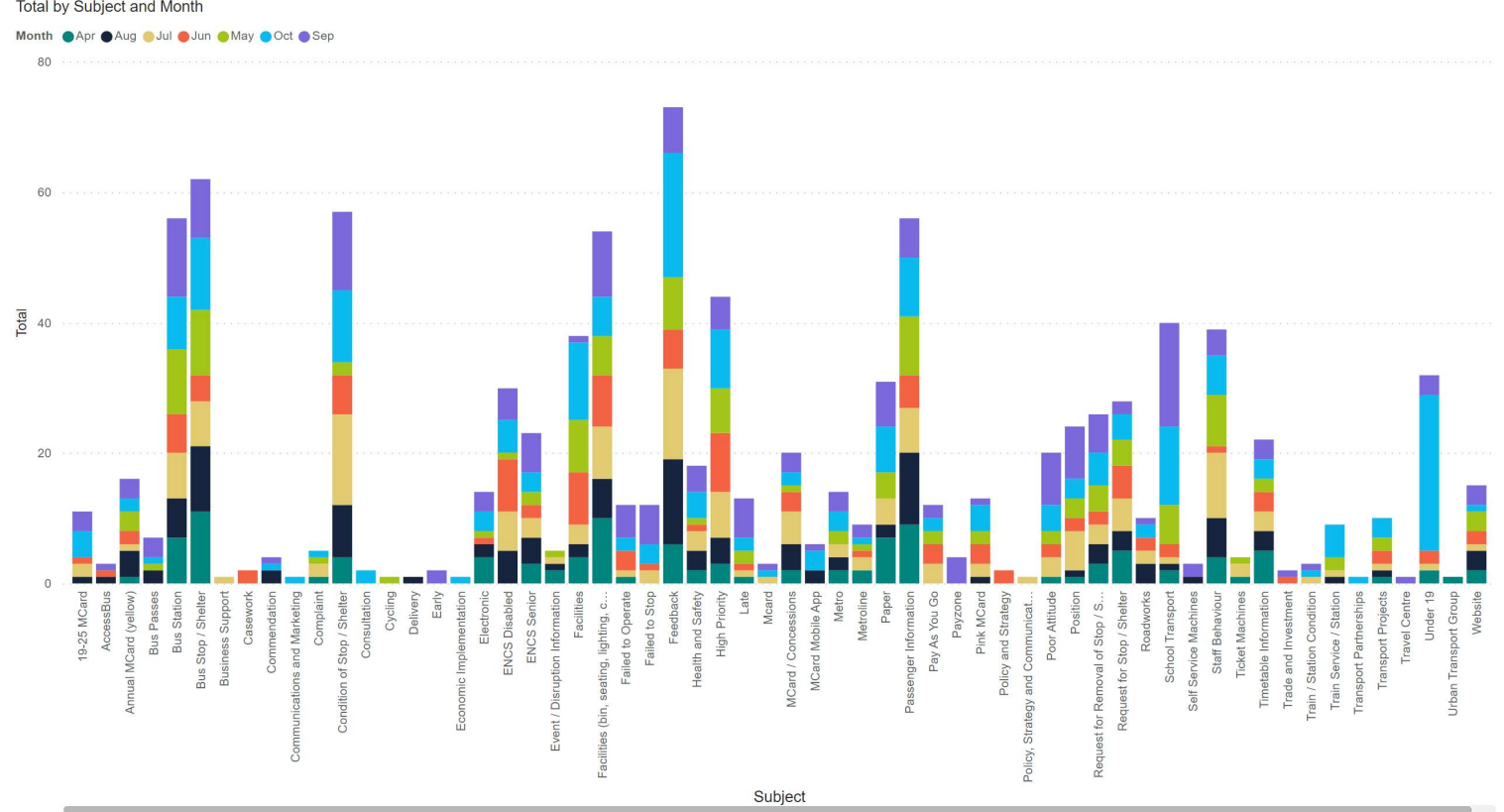
## Governance & Audit Compliance Dashboard - Summary of Casework, Complaints & Correspondence



At 219, October had the highest Total at Stage 1 and was 97.30% higher than April, 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. October accounted for 21.20% of Total at Stage 1. Across all 7 Month, Total at Stage 1 ranged from 111 to 219, Resolved at Stage 1 ranged from 111 to 217, and Total at Stage 2 ranged from 0 to 1. Between April 2023 and October 2023, CA Correspondence had the largest increase (54.23%) while Operators Complaints had the largest decrease (2.99%). CA Correspondence started trending up on August 2023, rising by 78.05% (96) in 2 months. CA Correspondence jumped from 123 to 219 during its steepest incline between August 2023 and October 2023. Total Number at Stage 1 and Number Resolved at Stage 1 were 12 higher than Number Resolved at Stage 1.



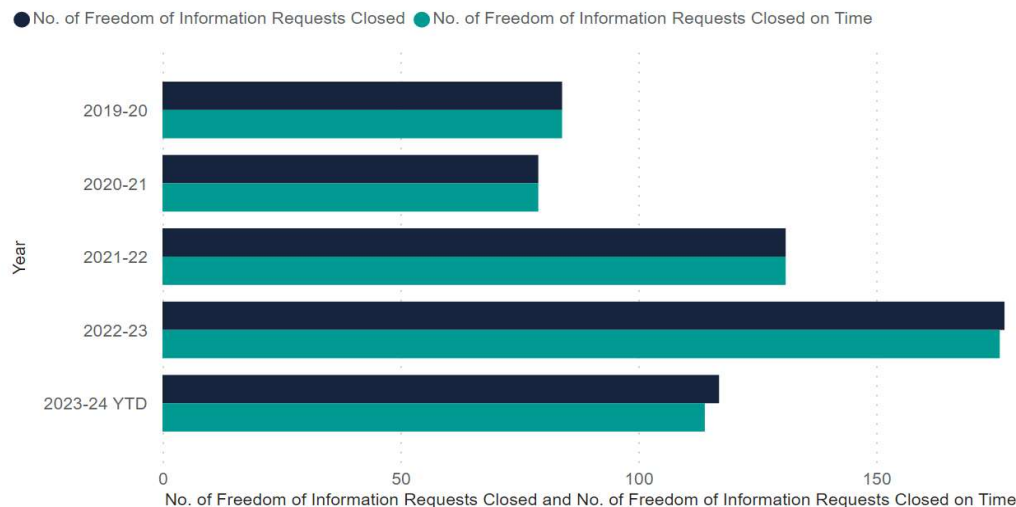
The CA has a two-stage process for dealing with complaints. Upon receipt of a complaint, the CA will look at whether this could be resolved quickly, known as "informal resolution". If not: Stage 1: Acknowledgement of complaint within 3 working days and a full response within 15 working days. Stage 2: 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.



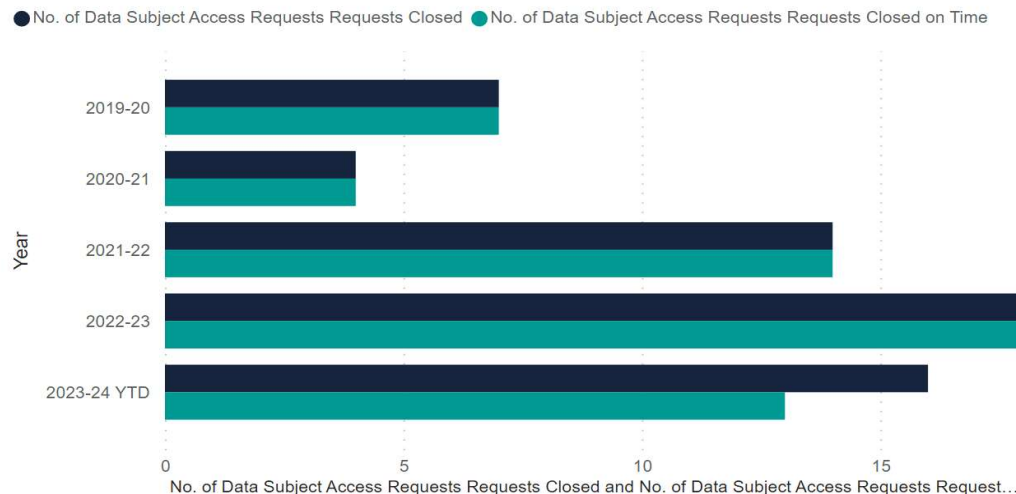
# West Yorkshire Combined Authority

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

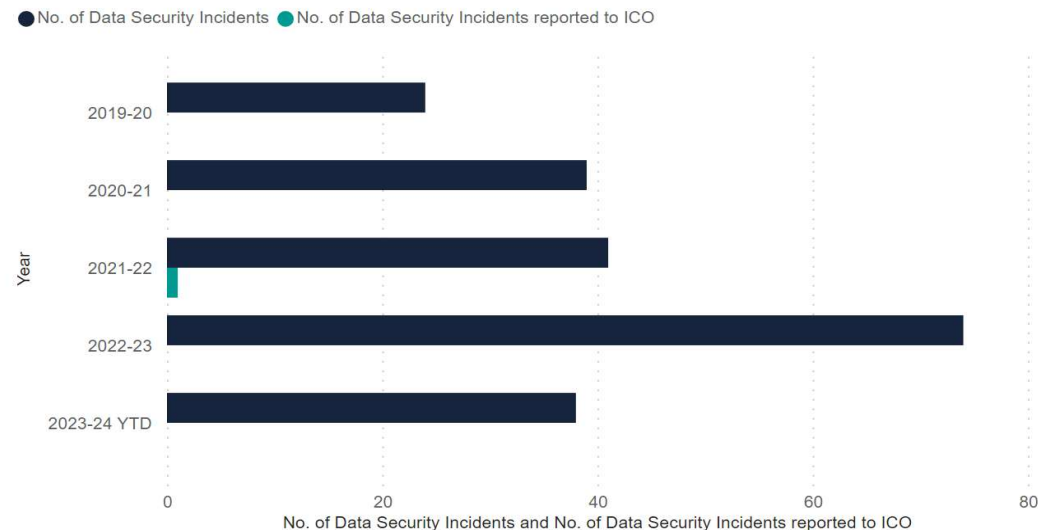
No. of Freedom of Information Requests Closed and No. of Freedom of Information Requests Closed on Time by Year



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



No. of Data Security Incidents and No. of Data Security Incidents reported to ICO 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 200 Freedom of Information Requests.

No. of Freedom of Information Requests Closed and total Sum of Number of Freedom of Information Requests Closed on Time are positively correlated with each other. 2022-23 accounted for 30.10% of No. of Freedom of Information Requests Closed.

No. of Freedom of Information Requests Closed and Sum of Number 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 3 higher than Sum of Number 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.