

Complaints, Casework & Correspondence

Complaints, Correspondence & Casework <i>Excludes Policing & Crime Casework</i>	2024-25				2023-24
	Q3	Q2	Q1		
Total: Complaints, Correspondence & Casework	1084	↓ 1603	↑ 1447		5942
Mayoral Office (Casework)	294	↓ 414	↑ 375		1490
Combined Authority (Casework)	49	↑ 76	↑ 54		241
Combined Authority (Correspondence)	336	↓ 534	↑ 484		1923
Operators	412	↓ 580	↑ 539		2317
Total Number at Stage 1	155	↓ 514	↓ 478		1891
Number Resolved at Stage 1	155	↑ 514	↓ 478		1858
Number at Stage 2	0	↑ 1	↑ 0		3
Number Overturned at Stage 2	0	↔ 0	↔ 0		1
Number at Local Government Ombudsman (LGO)	0	↔ 0	↔ 0		3
Number Upheld by Local Government Ombudsman (LGO)	0	↔ 0	↔ 0		0
Responded to within 15 working days KPI: 85%					
Combined Authority (Casework)	89%	77%	86%		
Combined Authority (Correspondence)	84%	83%	80%		

Top 5 Complaints, Casework & Correspondence 2024-25

Failed to Operate <i>e.g. buses failing to operate at scheduled time</i>	15.7%
Failed to Stop <i>e.g. bus failing to stop, missing stop, overcrowding</i>	5.8%
Poor Attitude <i>e.g. attitude of driver (unwilling) unable to assist, ignoring anti-social behaviour</i>	4.7%
Bus Stop / Shelter	3.1%
Request new or change to service	2.5% NEW

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	2024-25	2023-24	2022-23
Number of RIDDOR's Q1	0	↔ 0	↔ 0
Number of RIDDOR's Q2	0	↔ 0	↔ 0
Number of RIDDOR's Q3	0	↔ 0	↔ 0
Number of RIDDOR's Q4		0	↔ 0
Number of Incidents Q1	37	↓ 48	↑ 38
Number of Incidents Q2	38	↓ 50	↑ 39
Number of Incidents Q3	38	↔ 42	↓ 56
Number of Incidents Q4		23	↓ 59
Number of Near Misses Q1	755	↑ 128	↑ 97
Number of Near Misses Q2	371	↓ 99	↓ 179
Number of Near Misses Q3	163	↓ 98	↓ 242
Number of Near Misses Q4		290	↓ 248

Near Miss: An unplanned event that did not cause injury or damage, but had the potential for harm to result if the event had occurred under different circumstances.

Incident: An unplanned event that doesn't result in injury, but does cause damage to property, or has enough significant risk to merit recording.

Dangerous Occurrence: An event that leads to damage to property but no injuries or deaths, as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

Digital & Technology Services (DTS)

DTS	2024-25	2023-24	2022-23
Number of Attempted Malware Attacks	350	128	114
Number of Successful Malware Attacks	0	0	0
Number of Attempted Distributed Denial-of-Service (DDoS) Attacks*	1	3	N/A
Number of Successful Distributed Denial-of-Service (DDoS) Attacks*	0	2	N/A

*Monitoring Data collected from August 2023

Legal, Governance & Compliance (inc. Information Governance)

Legal, Governance & Compliance Information Governance	2024-25	2023-24	2022-23
Percentage of Quorate Committees	90.0%	↑ 88.1%	↓ 88.9%
Percentage of Committees Cancelled	0.0%	↓ 1.7%	↓ 10.0%
Number of Committee Self-Reviews Undertaken	0	↔ 0	↔ 0
%age of Member Returns (Declarations of Interest) within 28-day deadline	93.1%	↓ 96.6%	↓ 96.6%
Compliance with Committee Agenda Publication Deadline	100.0%	↔ 100.0%	↔ 100.0%
Compliance with Statutory Key Decision Publication Deadlines	100.0%	↔ 100.0%	↑ 98.0%
Number of Complaints Against Members Upheld	0	↔ 0	↔ 0
Number of Complaints Against Members Not Upheld	1	↔ 1	↑ 0
Insurance Claims	54	↑ 38	↑ 31
Uninsured Claims	6	↑ 3	↓ N/A
Number of Freedom of Information Requests Closed (inc. EIRs)	129	↓ 176	↓ 177
Number of Freedom of Information Requests Responded on Time	94.6%	↓ 96.0%	↓ 99.4%
Number of Data Subject Access Requests Closed	24	↑ 23	↑ 18
Number of Data Subject Access Requests Responded on Time	91.7%	↑ 78.0%	↓ 100.0%
Number of Data Security Incidents	27	↓ 59	↓ 74
Number of Data Security Incidents reported to ICO	1	↑ 0	↔ 0

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

Internal Audit

Internal Audit	2024-25	2023-24	2022-23
Total Number of Whistleblowing Cases	2	↔ 2	↓ 3
Total Number of Fraud Referrals	3	↓ 9	↑ 4
Number of Upheld Fraud Investigations	0	↓ 3	↑ 1
%age of Audit Recommendations Implemented	47%	↑ 38%	↓ 48%
Number of Audit Recommendations Overdue	5	↑ 3	↑ 0
Number of Limited/Minimal Assurances	1	↓ 10	↓ 7
%age of Audits Completed to Plan	16%	↓ 77%	↔ 77%

Finance & Commercial

Finance & Commercial	2024-25	2023-24	2022-23
Number of Procurement Challenges	0	↓ 1	↑ 0
Number of Retrospective Waivers	1	↓ 3	↔ 3
Number of Waivers Linked to Contract Standing Orders Cats	27	↓ 50	↑ 40
Category A Waivers <=£10,000	0	↓ 6	↑ 4
Category B Waivers >£10,000 <£60,000	17	↓ 32	↑ 26
Category C Waivers >£60,000 <£200,000	6	↔ 6	↓ 7
Category D Waivers >£200,000 <£2,000,000	3	↓ 4	↑ 2
Category E Waivers >£2,000,000	1	↓ 2	↑ 0

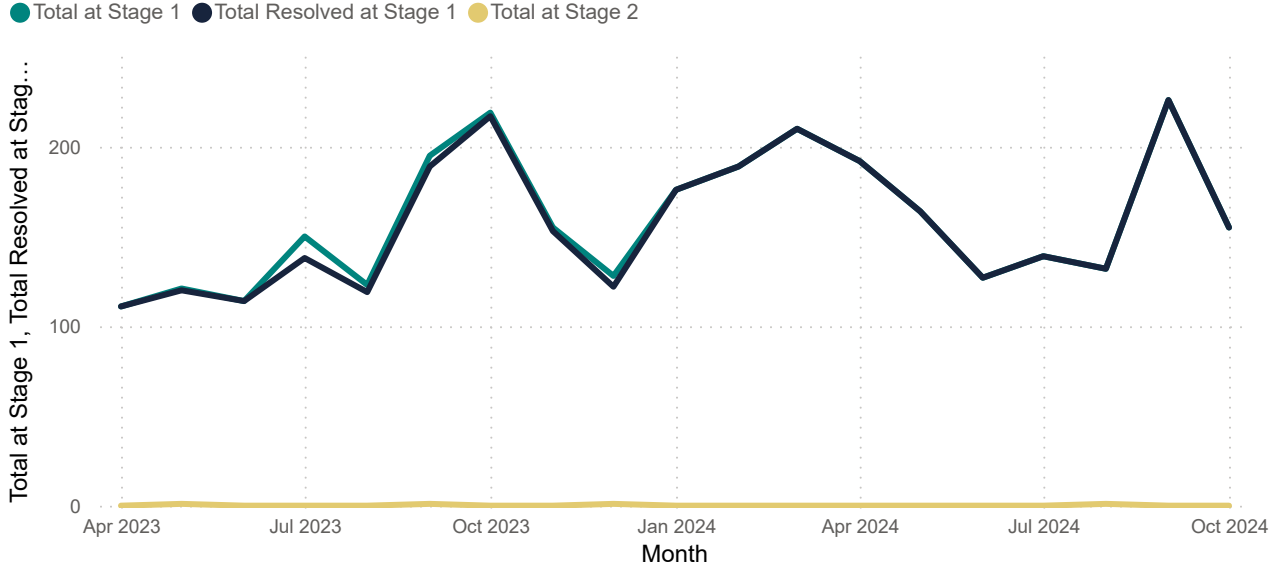
For the purpose of determining the requisite tendering procedure under the Contracts Standing Orders, financial categories apply to all contracts for the execution of works, the supply of goods or the supply of services, unless a Procurement Framework or Central Purchasing Body is being utilised. Approval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

Human Resources

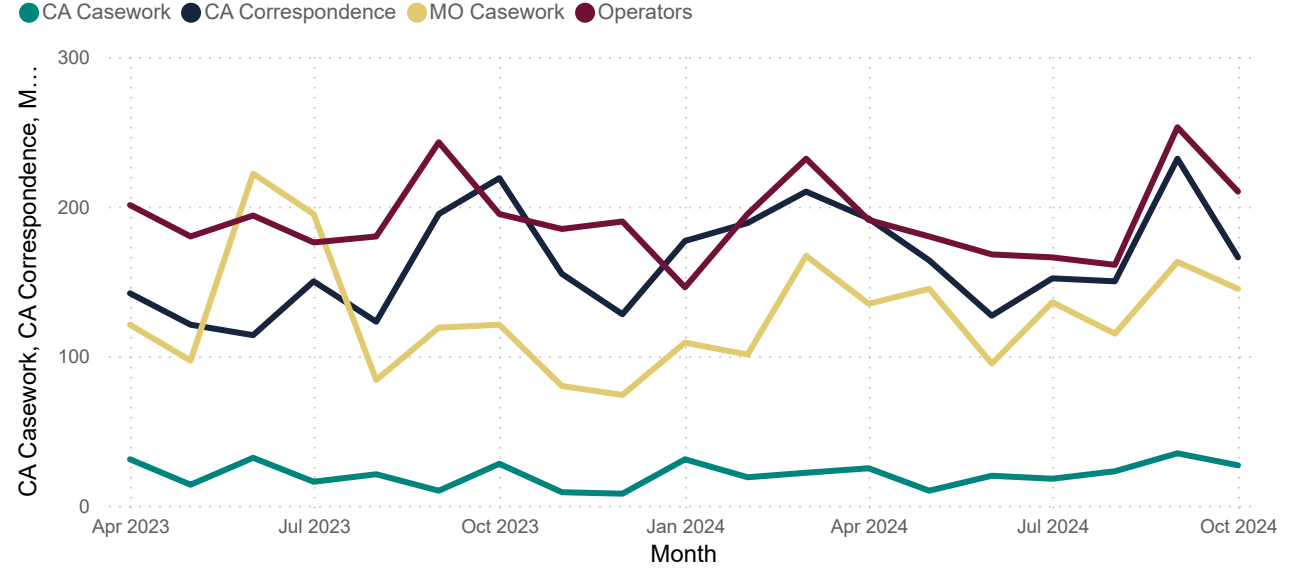
Human Resources	2023-24	2022-23	West Yorks.
Training Completion of Key Courses (GDPR, Cyber Security, H&S, EDI)	86.02%		
Gender Mean Pay Gap	3.79%	3.63%	↑
Ethnicity Mean Pay Gap	7.99%	11.80%	↓
BME Employees	117	13%	93
White Employees	718	78%	655
Unknown (includes prefer not to say)	83	9%	37

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

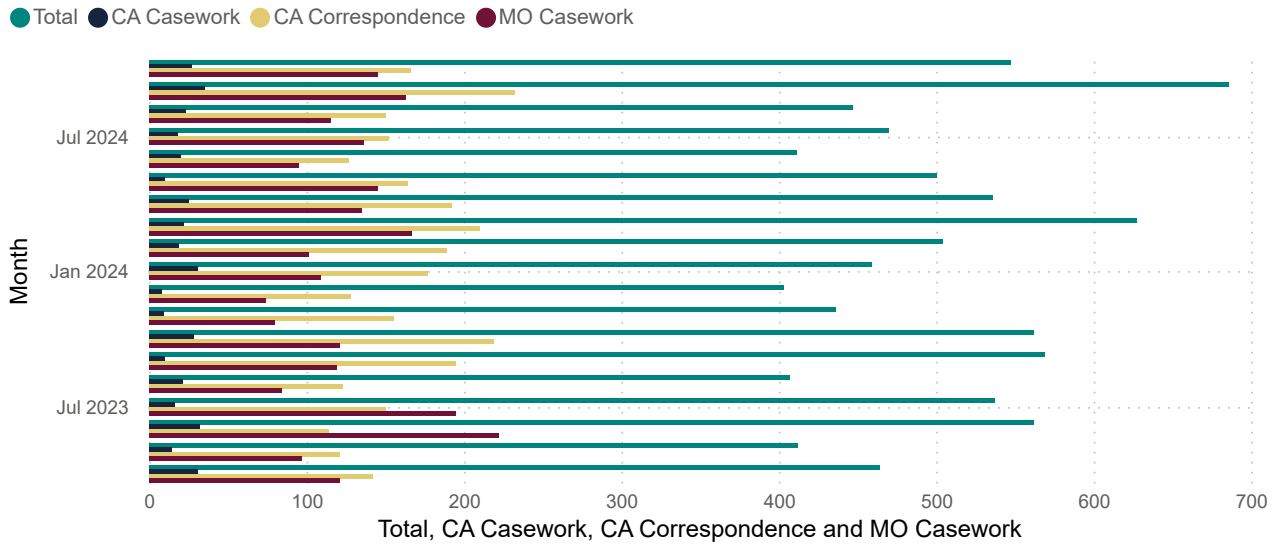
Total at Stage 1, Total Resolved at Stage 1 and Total at Stage 2 by Month



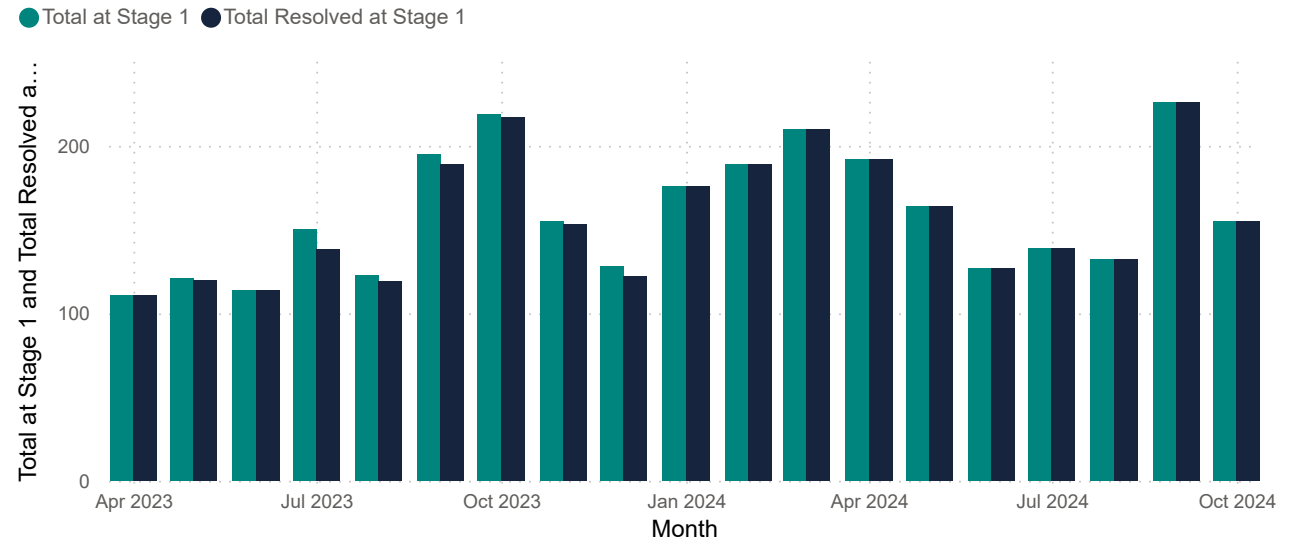
CA Casework, CA Correspondence, MO Casework and Operators by Month



Total, CA Casework, CA Correspondence and MO Casework by Month

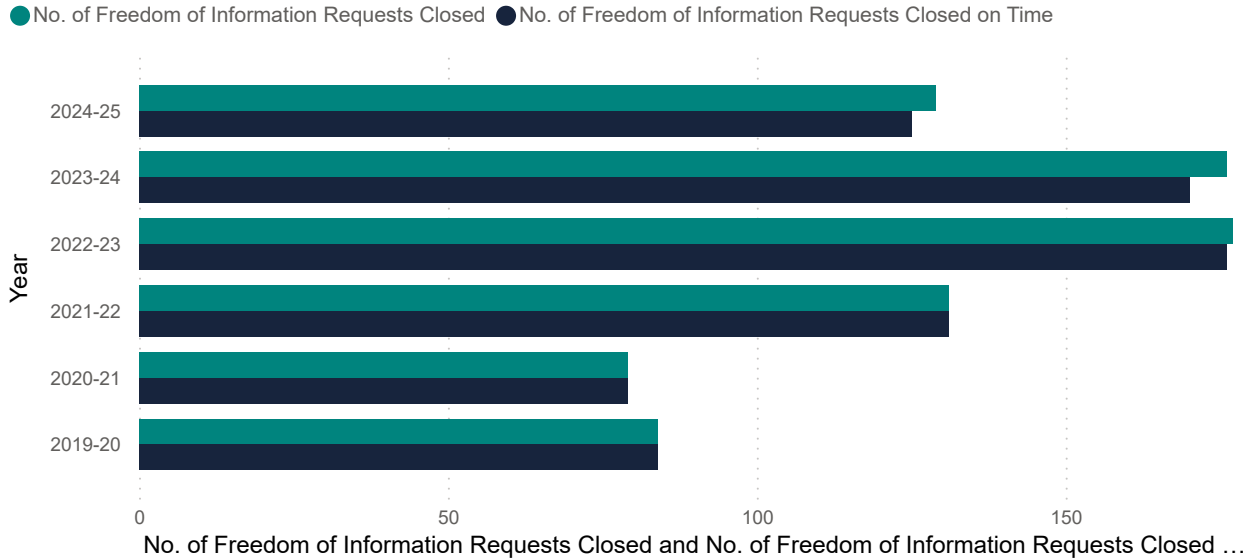


Total at Stage 1 and Total Resolved at Stage 1 by Month

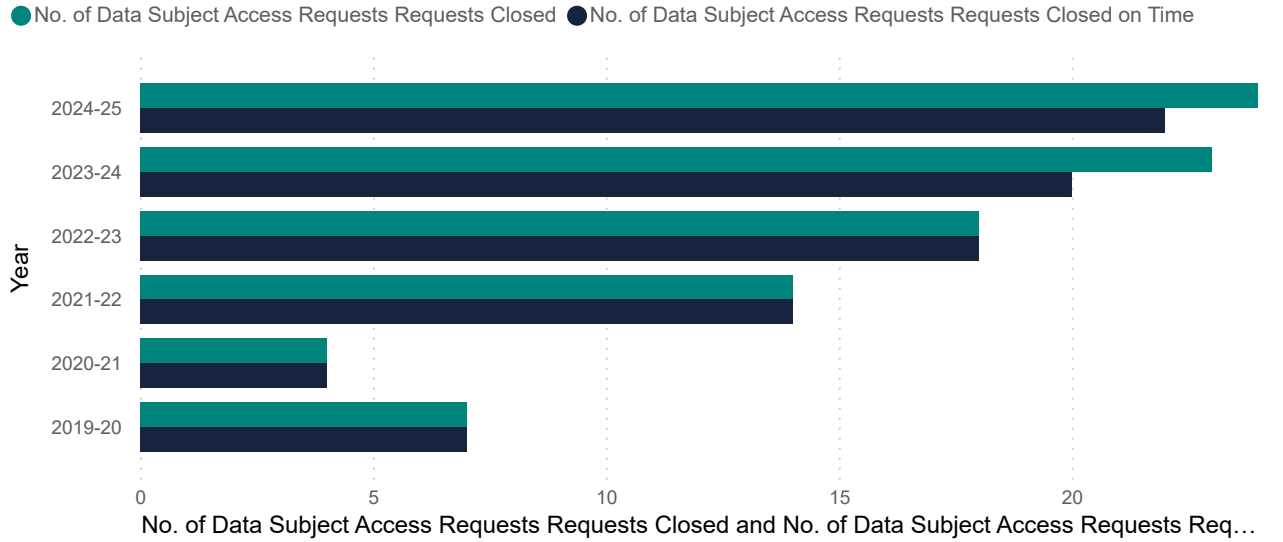


Note: The CA has a two-stage process for dealing with complaints.
 Upon receipt of a complaint, the CA will look at whether this could be resolved quickly, known as "informal resolution". If not:
 Stage 1: Acknowledgement of complaint within 3 working days and a full response within 15 working days.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

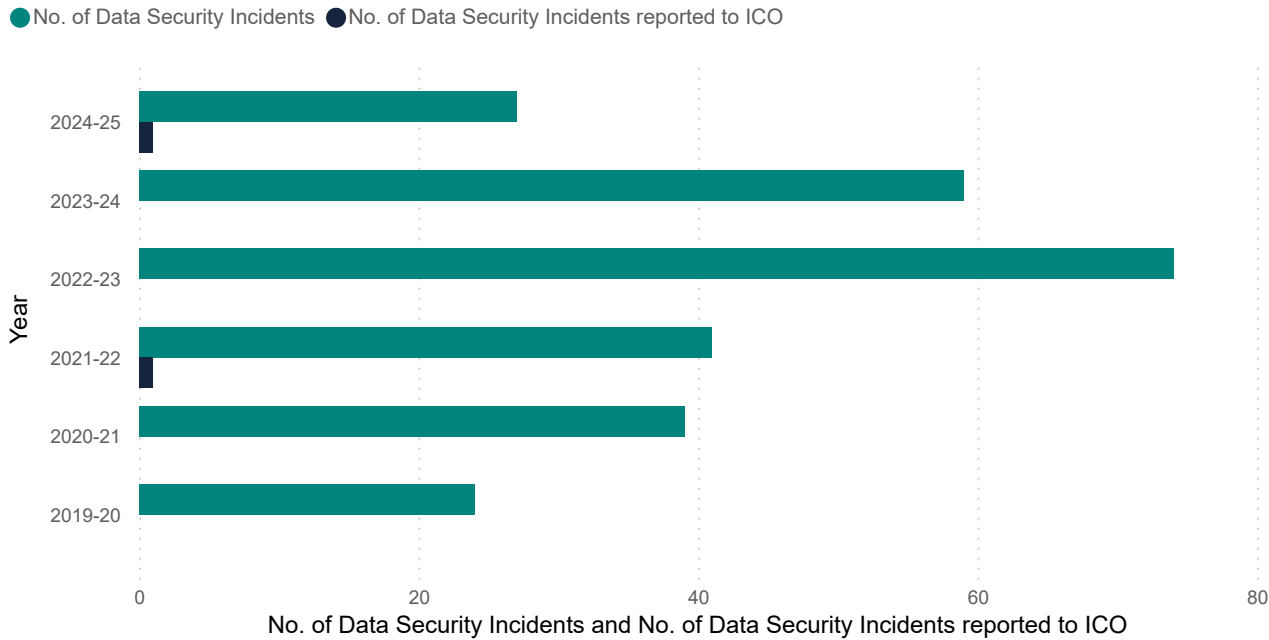
No. of Freedom of Information Requests Closed and No. of Freedom of Information Requests Closed on Time by Year



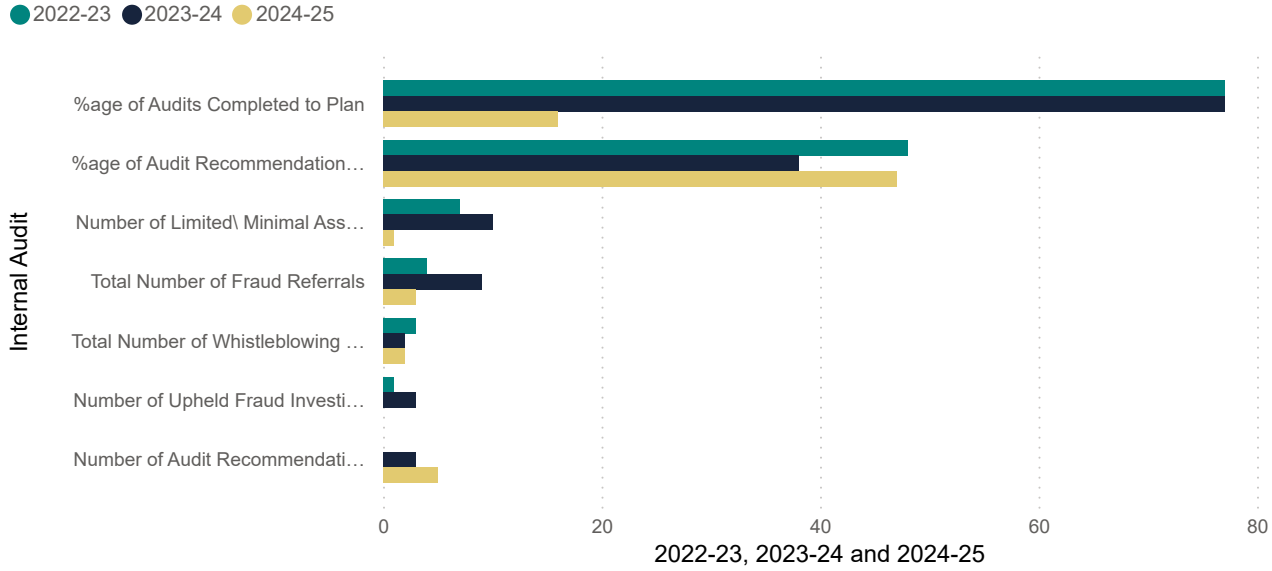
No. of Data Subject Access Requests Requests Closed and No. of Data Subject Access Requests Requests Closed on Time by Year



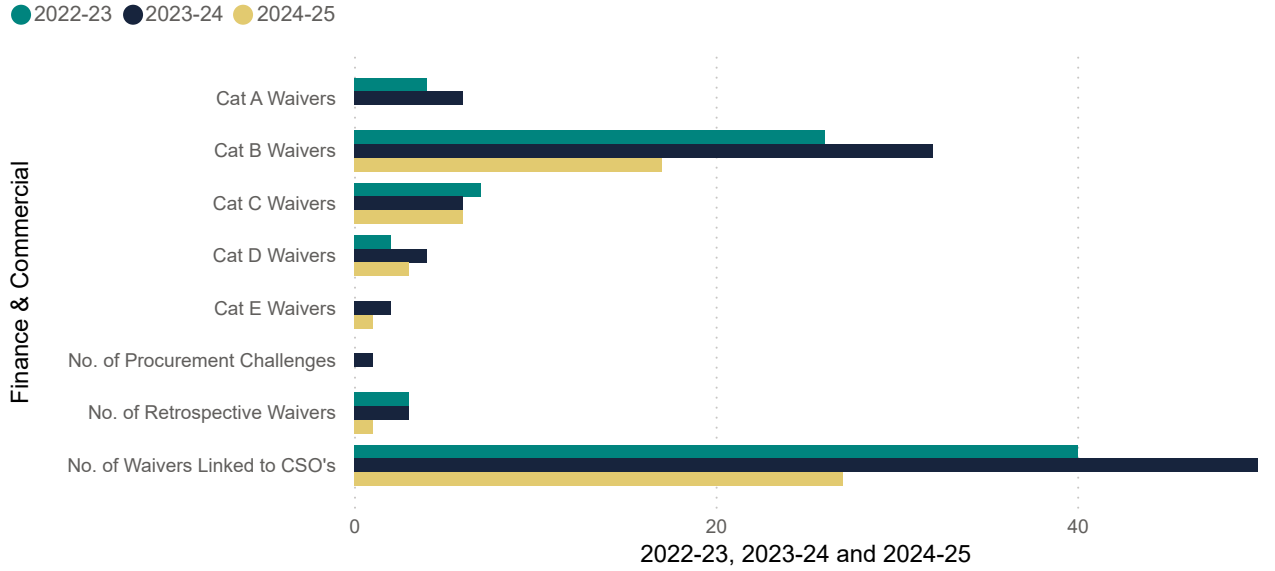
No. of Data Security Incidents and No. of Data Security Incidents reported to ICO by Year



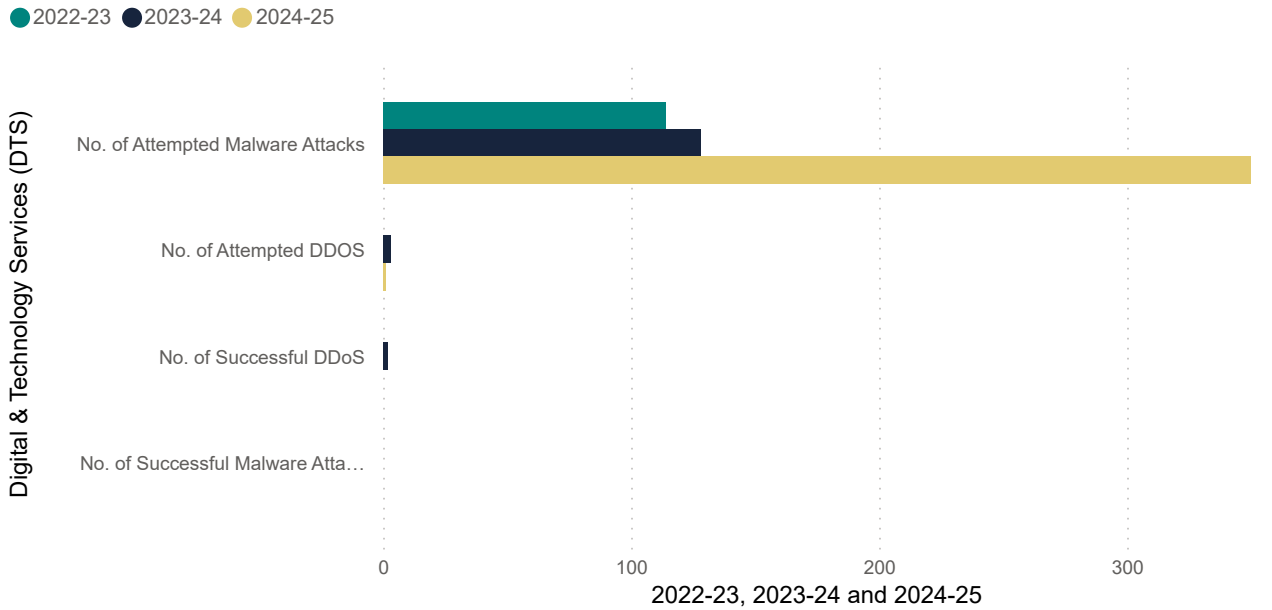
2022-23, 2023-24 and 2024-25 by Internal Audit



2022-23, 2023-24 and 2024-25 by Finance & Commercial

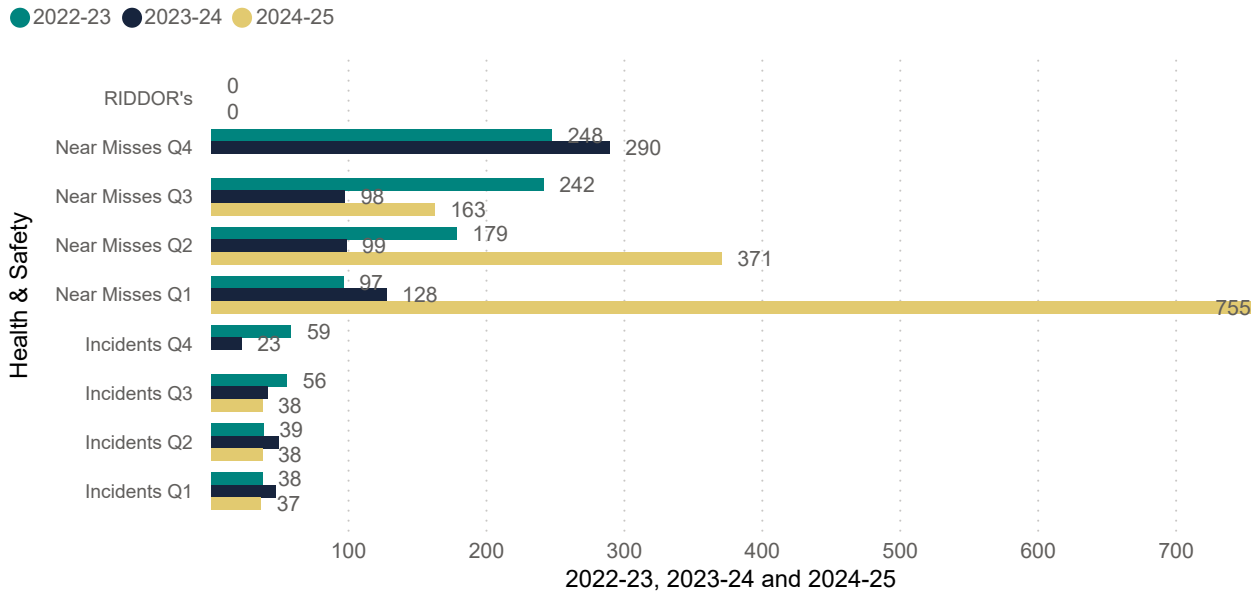


2022-23, 2023-24 and 2024-25 by Digital & Technology Services (DTS)

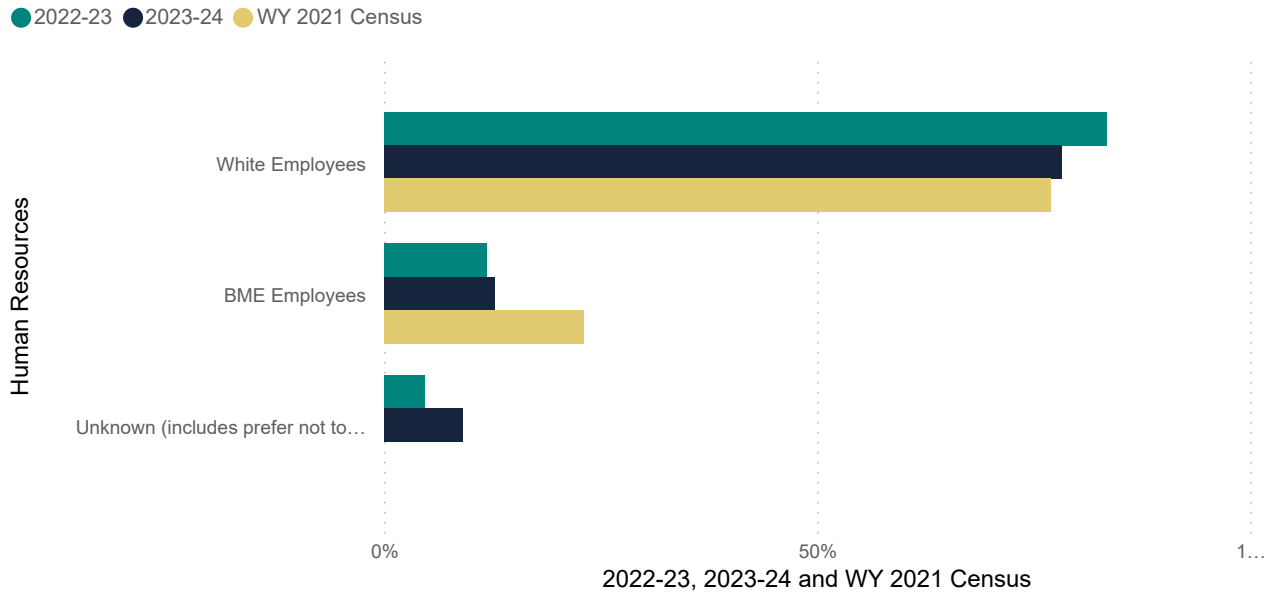


Category A <=£10,000; Category B >£10,000 <£60,000; Category C >£60,000 <£200,000; Category D >£200,000 <£2,000,000; Category E >2,000,000

2022-23, 2023-24 and 2024-25 by Health & Safety



2022-23, 2023-24 and WY 2021 Census by Human Resources



2022-23, 2023-24, 2024-25 and KPI by Governance Services - Legal, Governance & Compliance

