

Complaints received by subject area	Education	Highways	Housing (not incl. HB)	Housing Benefit	Local Taxation	Other	Planning	Social Services	Total
01/04/2004 - 31/03/2005	1	4	31	4	2	10	17	1	70
2003 / 2004	4	2	43	2	2	14	16	3	86
2002 / 2003	6	3	57	4	1	11	11	1	94

Note: these figures will include complaints that were made prematurely to the Ombudsman and which we referred back to the authority for consideration.

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Premature complaints	Total excl premature	Total
01/04/2004 - 31/03/2005	0	9	0	0	17	6	6	23	38	61
2003 / 2004	7	25	1	0	22	10	6	20	71	91
2002 / 2003	2	17	0	0	32	14	11	23	76	99

See attached notes for an explanation of the headings in this table.

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
01/04/2004 - 31/03/2005	38	24.9
2003 / 2004	51	33.2
2002 / 2003	49	33.3

Average local authority response times 01/04/2004 to 31/03/2005

Types of authority	<= 21 days %	22 - 28 days %	> = 29 days %
District Councils	22	38	40
Unitary Authorities	11	24	65
Metropolitan Authorities	17	44	39
County Councils	12	59	29
London Boroughs	9	21	70
National Park Authorities	60	20	20