

| Complaints received by subject area | Education | Highways | Housing (not incl. HB) | Other | Planning | Social Services | Total |
|--|------------------|-----------------|-------------------------------|--------------|-----------------|------------------------|--------------|
| 01/04/2005 - 31/03/2006 | 90 | 14 | 0 | 11 | 8 | 32 | 155 |
| 2004 / 2005 | 52 | 14 | 0 | 8 | 6 | 23 | 103 |
| 2003 / 2004 | 43 | 12 | 1 | 9 | 3 | 21 | 89 |

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 |
|--------------------------------|----------------|-----------|---------------|----------------|---------------|-----------------|-----------------------------|-----------------------------|-----------------------------|--------------|
| 01/04/2005 - 31/03/2006 | 0 | 29 | 0 | 0 | 42 | 37 | 13 | 23 | 121 | 144 |
| 2004 / 2005 | 0 | 28 | 0 | 0 | 17 | 36 | 18 | 17 | 99 | 116 |
| 2003 / 2004 | 0 | 10 | 0 | 0 | 22 | 16 | 18 | 15 | 66 | 81 |

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 |
| 01/04/2005 - 31/03/2006 | 87 | 23.5 |
| 2004 / 2005 | 51 | 22.3 |
| 2003 / 2004 | 36 | 26.8 |

Average local authority response times 01/04/2005 to 31/03/2006

| Types of authority | <= 28 days % | 29 - 35 days % | >= 36 days % |
|---------------------------|------------------------|-----------------------|------------------------|
| District Councils | 53.2 | 25.3 | 21.5 |
| Unitary Authorities | 41.3 | 34.8 | 23.9 |
| Metropolitan Authorities | 41.7 | 30.5 | 27.8 |
| County Councils | 55.9 | 26.5 | 17.6 |
| London Boroughs | 39.4 | 39.4 | 21.2 |
| National Park Authorities | 100.0 | 0.0 | 0.0 |