

Complaints received by subject area	Education	Highways	Housing (not incl. HB)	Housing Benefit	Local Taxation	Other	Planning	Social Services	Total
01/04/2005 - 31/03/2006	17	4	31	1	2	6	23	6	90
2004 / 2005	11	1	34	1	1	7	11	6	72
2003 / 2004	5	1	28	4	3	6	13	4	64

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	5	0	0	35	12	9	30	61	91
2004 / 2005	0	19	0	0	29	11	7	12	66	78
2003 / 2004	0	2	0	0	28	7	4	18	41	59

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	31	30.2
2004 / 2005	43	33.2
2003 / 2004	25	49.9

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