

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	10	6	15	3	0	16	19	12	81
2003 / 2004	15	9	21	5	1	5	15	12	83
2002 / 2003	18	2	19	7	6	13	16	7	88

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	1	9	0	0	22	18	9	25	59	84
2003 / 2004	0	11	0	0	25	16	12	21	64	85
2002 / 2003	0	11	0	0	27	10	12	20	60	80

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	33	40.9
2003 / 2004	23	34.3
2002 / 2003	38	42.1

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