

| Complaints received by subject area | Housing | Other | Planning & building control | Public finance | Total |
|-------------------------------------|---------|-------|-----------------------------|----------------|-------|
| 01/04/2007 - 31/03/2008 | 1 | 0 | 3 | 1 | 5 |
| 2006 / 2007 | 5 | 2 | 9 | 0 | 16 |
| 2005 / 2006 | 0 | 2 | 7 | 0 | 9 |

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 |
|-------------------------|---------|----|--------|---------|--------|----------|----------------------|----------------------|----------------------|-------|
| 01/04/2007 - 31/03/2008 | 0 | 0 | 0 | 0 | 4 | 2 | 2 | 0 | 8 | 8 |
| 2006 / 2007 | 0 | 1 | 0 | 0 | 3 | 3 | 4 | 4 | 11 | 15 |
| 2005 / 2006 | 0 | 4 | 0 | 0 | 5 | 2 | 1 | 1 | 12 | 13 |

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 |
| 01/04/2007 - 31/03/2008 | 2 | 26.0 |
| 2006 / 2007 | 7 | 23.7 |
| 2005 / 2006 | 4 | 23.3 |

Average local authority response times 01/04/2007 to 31/03/2008

| Types of authority | <= 28 days % | 29 - 35 days % | >= 36 days % |
|---------------------------|--------------|----------------|--------------|
| District Councils | 56.4 | 24.6 | 19.1 |
| Unitary Authorities | 41.3 | 50.0 | 8.7 |
| Metropolitan Authorities | 58.3 | 30.6 | 11.1 |
| County Councils | 47.1 | 38.2 | 14.7 |
| London Boroughs | 45.5 | 27.3 | 27.3 |
| National Park Authorities | 71.4 | 28.6 | 0.0 |