

Complaints received by subject area	Benefits	Housing	Other	Planning & building control	Public finance	Total
01/04/2006 - 31/03/2007	8	6	4	12	3	33
2005 / 2006	1	1	2	12	2	18
2004 / 2005	0	5	4	9	0	18

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

Decisions	FIRST ENQUIRIES		M reps	NIM reps	No mal	Omb disc	Outside jurisdiction	Premature complaints	Total excl premature	Total
	MI reps	LS								
01/04/2006 - 31/03/2007	0	2	0	0	10	3	2	12	17	29
2005 / 2006	0	1	0	0	5	3	2	4	11	15
2004 / 2005	0	2	0	0	8	2	2	4	14	18

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
01/04/2006 - 31/03/2007	12	21.7
2005 / 2006	7	20.1
2004 / 2005	8	23.5

**Average local authority response times 01/04/2006 to 31/03/2007**

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District Councils	49.4	23.4	27.2
Unitary Authorities	28.2	37.0	34.8
Metropolitan Authorities	36.1	47.2	16.7
County Councils	44.1	32.4	23.5
London Boroughs	36.4	33.3	30.3
National Park Authorities	66.7	33.3	0.0