

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	1	3	5	5	9	11	10	2
2004 / 2005	1	4	5	1	5	4	4	8	32
2003 / 2004	8	5	10	2	5	10	6	8	54

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

Decisions	Mll 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	6	0	0	8	5	2	25	21
2004 / 2005	1	5	0	0	10	10	2	6	28	34
2003 / 2004	0	9	0	0	14	13	5	15	41	56

See attached notes for an explanation of the headings in this table.

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

Response times	FIRST ENQUIRIES		
	No. of First Enquiries	Avg no. of days to respond	
01/04/2005 - 31/03/2006	14	22.2	
2004 / 2005	8	21.0	
2003 / 2004	23	23.4	

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
	District Councils	53.2	25.3
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

LOCAL AUTHORITY REPORT - Redcar & Cleveland C

For the period ending 31/03/2007

Complaints received by subject area	Adult care services	Benefits	Children and family services	Education	Housing	Other	Planning & building control	Public finance	Transport and highways	Total
01/04/2006 - 31/03/2007	2	3	0	1	0	13	7	9	3	38
2005 / 2006	2	5	0	1	4	12	10	9	3	46
2004 / 2005	3	3	5	1	3	6	4	3	4	32

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
01/04/2006 - 31/03/2007	2	7	0	0	7	3	2	14	21	35
2005 / 2006	0	6	0	0	8	5	2	25	21	46
2004 / 2005	1	5	0	0	10	10	2	6	28	34

See attached notes for an explanation of the headings in this table.

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

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
01/04/2006 - 31/03/2007	12	25.5
2005 / 2006	14	22.2
2004 / 2005	8	21.0

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District Councils	48.9	23.4	27.7
Unitary Authorities	30.4	37.0	32.6
Metropolitan Authorities	38.9	41.7	19.4
County Councils	47.1	32.3	20.6
London Boroughs	39.4	33.3	27.3
National Park Authorities	66.7	33.3	0.0

LOCAL AUTHORITY REPORT - Redcar & Cleveland C

For the period ending 31/03/2008

Complaints received by subject area	Adult care services	Benefits	Children and family services	Education	Housing	Other	Planning & building control	Public finance	Transport and highways	Total
01/04/2007 - 31/03/2008	1	9	2	2	1	10	4	9	2	40
2006 / 2007	2	3	0	1	0	13	7	9	3	38
2005 / 2006	2	5	0	1	4	12	10	9	3	46

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	4	0	0	8	5	13	17	30	47
2006 / 2007	2	7	0	0	7	3	2	14	21	35
2005 / 2006	0	6	0	0	8	5	2	25	21	46

See attached notes for an explanation of the headings in this table.

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

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
01/04/2007 - 31/03/2008	11	32.4
2006 / 2007	12	25.5
2005 / 2006	14	22.2

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
Distict 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