



The Commission for
Local Administration in England

Local Government Ombudsman
Annual Report 2004/05





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The Annual Report is being published before the annual accounts are finalised. As a consequence, the annual accounts will be presented in a separate publication.

The Commission and its role

The Commission for Local Administration in England was created by Part III of the Local Government Act 1974.

Membership

Chairman

Mr Tony Redmond

Vice-chairman

Mrs Patricia Thomas

Members

Mr Jerry White

Ms Ann Abraham

Mr Redmond, Mrs Thomas and Mr White are Commissioners for Local Administration (Local Government Ombudsmen). Ms Abraham is the Parliamentary Commissioner for Administration (Parliamentary and Health Service Ombudsman) and is a member *ex officio* of the Commission.

Senior staff

The senior staff of the Commission in 2004/05 were:

Ms Hilary Bainbridge,
Deputy Ombudsman, York (until June 2004)

Mr Neville Jones,
Deputy Ombudsman, Coventry

Mr Nigel Karney,
Deputy Chief Executive and Secretary

Mr Michael King,
Deputy Ombudsman, York
(from September 2004)

Mr Peter MacMahon,
Deputy Ombudsman, London

Our Public Value vision is:

to provide a high quality and efficient service, accessible to all, that remedies injustice for individuals and maximises the value of our investigations to make public services better.

Our values are that:

- We treat people with courtesy, consideration, openness and honesty, and respect their privacy.
- In the provision of our service we strive to:
 - be independent, fair and consistent, and take full account of what people tell us;
 - get to the truth and report accurately, promptly and in plain language;
 - explain fully the reasons for our decisions; and
 - treat people equally and not discriminate on any improper grounds.
- In employment we strive to:
 - train and develop individuals so that they make their best possible contribution;
 - encourage teamwork, work ownership, innovation and creativity, and recognise success;
 - provide good and safe working conditions; and
 - provide equal opportunities.
- As a responsible public organisation we strive to:
 - improve our work continuously;
 - provide value for money;
 - take account of the effect on the environment in the way we work; and
 - have good working relationships with our suppliers to maintain and improve our services.

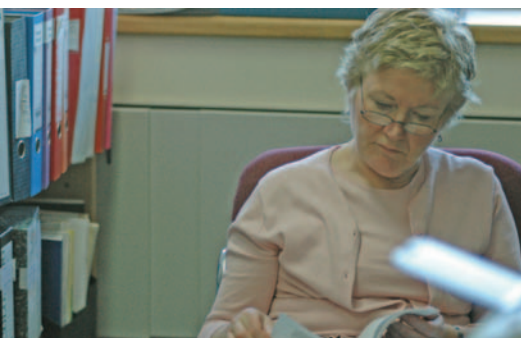
Authorities within the jurisdiction of the Local Government Ombudsmen in 2004/05

- District, borough, city and county councils (but *not* town or parish councils).
- Education appeal panels.
- School governing bodies (admission matters only).
- School organisation committees.
- Housing action trusts (but *not* housing associations).
- Joint boards of local authorities.
- Internal drainage boards.
- National park authorities.
- Fire authorities.
- Police authorities (but *not* about the investigation or prevention of crime).
- The Greater London Authority.
- Transport for London.

- The London Transport Users' Committee.
- The London Development Agency.
- The Commission for New Towns (housing matters only).
- English Partnerships (some housing and planning matters only).
- The Norfolk and Suffolk Broads Authority.
- The Environment Agency (flood defence and land drainage matters only).

Equal opportunities

The Commission is committed to providing equal opportunities in employment and in the services it provides. The Commission seeks to ensure that no complainant, job applicant or Commission employee is treated any differently because of their: sex, colour, race, nationality, ethnic group, regional or national origin, age, marital status, disability, political or religious belief, trade union activity, sexuality or class.



Chapter 1

Chairman's introduction

The last 12 months have been challenging for the Commission.

The number of complaints received was 18,698, broadly the same as the previous year (when complaints rose by 8.4 per cent over the 2002/03 figure). Planning, social services and highways (particularly parking) continued to be the principal areas of growth, while housing benefit and education complaints declined in number. The management of this continuing high level of demand remains a challenge for the Commission, but we are committed to continuous improvement through gains in efficiency and effectiveness. Decisions taken in the year totalled 11,369, after excluding premature complaints and those outside the Ombudsmen's jurisdiction. This total included 167 decisions on which reports were issued by the Ombudsmen and 2,875 local settlements, the majority of which involved fault by the council. Together, these led to compensation of more than £1.1m paid to complainants.

There has been considerable progress in the Commission's change programme, part of the Ombudsmen's commitment to maximise Public Value¹ by using our resources as best we can on behalf of individual citizens and local government as a whole. An 'annual letter' was sent to every local authority in England as part of an undertaking to disseminate experience of complaints in each council and examples of good practice. This impartial assessment of the council's performance in dealing with Ombudsmen-related complaints also has a wider significance in the context of the inspection and regulation of council activities, particularly in its relevance to the Comprehensive Performance Assessment (CPA) process. We have had very useful and constructive feedback from councils about how this initiative might further assist them in improving service delivery, and this has influenced the production and content of the annual letter for 2004/05, to be issued in June 2005.

Accessibility, which is the key theme of this year's annual report, is dealt with elsewhere in this publication and is a fundamental part of a major commitment to communicate more effectively with the public.

Last year also saw the launch of a programme of seminars designed to offer advice and guidance to councils in complaints handling. This service is flexible in that it can provide training to appropriate staff in an individual local authority or groups of local authorities. In the past year over 40 councils have used the service and the response has been very encouraging.

The Commission has also developed a new handbook for investigating complaints. The handbook reflects the statutory responsibilities of the Ombudsmen and at the same time recognises the importance of changes in the local government environment, including new legislation.

And there is good news for patients wrongly charged for aftercare, whose plight was brought to local government's attention in our first special report on section 117 of the Mental Health Act 1983. We have recently surveyed social services authorities and can report that, by the end of last year, 1,263 people (or their relatives) had been reimbursed a total of £21.6m, and that a further 3,836 people had been identified to whom restitution was due. We now believe that a total of £87.2m is likely to be reimbursed as a result of our report.

Special reports are now an established feature of the Ombudsmen's work. During the last 12 months we have issued a report on decriminalised parking, and another on neighbour nuisance and anti-social behaviour. Planned for 2005/06 are reports covering differential charging in residential homes, health and safety in graveyards and governance in partnerships.

The significant growth of partnerships in local authority services has led to complaints affecting the jurisdiction of more than one ombudsman

"Thank you again for your investigating this case and providing such a clear resolution to a long-standing issue."

Mr H, Kent

¹ See the Ombudsmen's Public Value vision in 'The Commission and its role' on page 2.



scheme. We are engaged in detailed discussions with the Parliamentary and Health Service Ombudsman, the Cabinet Office and the Office of the Deputy Prime Minister about the scope for information sharing and joint investigation of complaints. We are hopeful of progress in this area later on this year through a proposal for a Regulatory Reform Order. If this is achieved, public service ombudsmen will be able to offer a single point of reference to the public in situations where complaints affect more than one ombudsman scheme.

The Local Government Ombudsmen and the Parliamentary and Health Service Ombudsman are also working with the Administrative Court on ensuring that the full benefit of the ombudsman service is used by complainants where they have chosen legal redress. In cases where maladministration causing injustice is involved, a revised protocol for judicial review applications is being considered along with improved liaison between the Administrative Court and the Ombudsmen. Both these initiatives should help complainants to identify the most appropriate means of seeking redress.

Whilst talking about administrative justice, it is important to note the proposed establishment of an Administrative Justice Council, a body which will be representative of tribunals, ombudsmen and other forums of alternative dispute resolution. The Local Government Ombudsmen

would wish to play a full part in this very welcome initiative.

Other developments within the Commission during the year included improvements in monitoring of performance quality and stronger links with other regulators. The three Local Government Ombudsmen also appeared before the ODPM Select Committee for the first time, which we all found to be helpful and constructive.

Finally, in thanking the Commission staff for their considerable efforts in managing the many challenges posed during the year, I would like to pay particular tribute to Pat Thomas, Local Government Ombudsman in York, for whom this will be her last annual report. Although Pat does not leave the Commission until September 2005, she has provided some reflections on her past 20 years as an Ombudsman in Chapter 6 of this report. Those reflections are, in many ways, a testimony to the very considerable contribution she has made to the operation and development of the Commission during that period.

A handwritten signature in black ink that reads "Tony Redmond". The signature is written in a cursive, slightly slanted style.

Tony Redmond
Chairman
April 2005

Chapter 2

Access to our services

“The Commission are well aware that those most in need of help are often those least able to know where to turn for it. Their publicity activities will be geared accordingly...”¹

These words appeared in our first ever annual report, 30 years ago. We knew then that one of the main challenges we would face was reaching the people who need our service most. The intervening years have proved us right.

We have risen to this challenge in many different ways. We are proud of the good progress we have made in providing redress for the man and woman in the street, without complicated procedures or expensive representation. Over the years more and more people have brought their complaints to us. Thirty years ago, we received 473 complaints: last year, we received 18,698. That alone shows how far we have come in getting our message across.

We are not complacent about our accessibility. Times are changing, and thinking on what accessibility really means is changing with them. Consider the society we live in today: a 44 per cent increase in the number of people from ethnic minorities over the last 10 years alone; an ageing population; large numbers of people with difficulties reading and writing. Many thousands of people feel excluded from the way government, both local and national, works. The Government has made inclusion one of the key aims of its public service reform agenda, and we are committed to playing our full part. Indeed, this is a fundamental aim of our Public Value Agenda, as reflected in our vision statement (“to provide a high quality and efficient service, *accessible to all*”).

In order to evaluate our accessibility we have tried to understand just who our customers presently are. We collect information about the incidence of disability and about the age, sex, and ethnic origin of the people who complain to us, and we analyse it carefully, so that we can tell which groups tend to complain about which local

authority functions. We look at the outcomes of their complaints and correlate them with our monitoring information.²

We know, for example, that while some 30 per cent of complainants who describe themselves as white (or do not specify ethnic origin) complain about housing matters, the proportion rises to 37 per cent for Asian complainants, over 50 per cent in other ethnic groups, and to 63 per cent among black complainants. And we establish that something has indeed gone wrong in about 20 per cent of complaints from black complainants, as against 16 per cent or so of complaints from white complainants.

We can also tell, from each of the groups in our monitoring data, how complainants find out about our service. For instance, the greatest number, overall, find out from the council or from a councillor; but the proportion is far higher for white complainants (25 per cent) than for black (16 per cent). A higher proportion of black complainants than white find out about us from advice agencies.

Bearing all this in mind, over the last two years we have been putting together a comprehensive strategy to raise our profile among those organisations complainants are most likely to turn to when things first go wrong – council frontline staff, advice agencies, community organisations and others in the voluntary sector. We are reflecting on how we can best engage council members, who are also an important source of information for complainants.

“I would like to thank [the investigator] for her time and effort in this matter, throughout the 15 months of this, she has always been sympathetic while still being very professional and her manner has always been perfect.”

Mr E, Somerset

¹ Commission for Local Administration in England. Annual Report for the year ended 31 March 1975.

² The Commission uses the same categories as the Office of National Statistics to record the ethnicity of its service users. Although this approach has its limitations in an increasingly diverse society, it does enable direct comparisons with national statistics to be made.



Jerry White

Mr White deals with complaints about authorities in all of southern England (except Essex, Kent, Surrey, East Sussex, West Sussex, Berkshire, Buckinghamshire, Hertfordshire and London boroughs north of the Thames, but including Harrow), East Anglia (except Suffolk), the south-west and most of central England, and the cities of Lancaster and York. Before becoming a Local Government Ombudsman on 1 March 1995, Mr White was chief executive of the London Borough of Hackney. He has served in local government since 1967, including senior positions in the environmental health and housing departments of the London Boroughs of Islington, Haringey and Hackney. He is Visiting Professor in London Studies at Birkbeck College, University of London, Visiting Professor in History at Middlesex University and Associate Fellow at the Department of History at the University of Warwick. His *London in the Twentieth Century* (Penguin) won the Wolfson History Prize for 2001. In September 2005 the University of London will award Mr White the Honorary Degree of Doctor of Literature.

Children and young people

Many children and young people receive (or *should* receive) a high level of support from their local authorities. Take, for example, children in need; those who are looked after by local authorities; school age children who are not in mainstream education; young carers; children

and young people with disabilities or special educational needs; young people affected by homelessness; and young people at risk of offending. All of these need more than just mainstream educational services from their local authority.

Case Study

Lea Wright (then 14) was referred to the council's social services department by the police after an allegation of physical abuse by her father. They should have assessed her quickly, but delayed for months. A second allegation soon afterwards failed to trigger child protection procedures; a third triggered them, but social services failed to make adequate enquiries. They apparently assumed she was simply a 'difficult teenager'. Wrong assumptions were made about her family life. They did not interview her father. They investigated properly only after an independent enquiry raised serious concerns.

Months later Lea attended social services saying she had been thrown out of the family home. The social worker did not consult records or get a full picture of Lea's circumstances. She told Lea social services would not look for an alternative placement unless she was at risk. Lea went home unwillingly, and committed a serious offence there, for which she later received a custodial sentence.

Lea was badly let down by the council. Even if social services had done everything right, we could not be certain she would not have committed the offence, or would have continued to live at home. But her frustration might well have contributed to the desperation which led her to act as she did. If she had been assessed properly, social services could have made better-informed judgements. She had no help from them, although there were services they could have offered. We recommended they should apologise, review their practices and the way they dealt with complaints, place £10,000 in trust for Lea until she is 18, and pay her £250 immediately in recognition of her time and trouble in pursuing her complaint.

Patricia Thomas

Mrs Thomas has been a Local Government Ombudsman since October 1985 and Vice-chairman of the Commission since November 1993. Mrs Thomas deals with complaints against the London Borough of Tower Hamlets, Birmingham City, Solihull Borough and authorities in Cheshire, Derbyshire, Lincolnshire, Nottinghamshire, and the north of England (except the cities of Lancaster and York). Before becoming an Ombudsman, Mrs Thomas was a lecturer in law, first at the University of Leeds and then at Lancashire Polytechnic (now the University of Central Lancashire), where she became professor and head of the School of Law. She was also president of the Greater Manchester and Lancashire Rent Assessment Panel and a chairman of the Blackpool Supplementary Benefit Appeal Tribunal.



Local authorities are called on nowadays to do more and more to ensure that they offer seamless service provision for vulnerable or marginalised children and young people, and that their welfare and safety is paramount. There has been a concerted drive to ensure young people are consulted about the services they receive, and listened to when they complain.

Vulnerable children and young people are often reluctant to voice their concerns. We are committed to ensuring they have all the help they need to do so. We launched a number of initiatives last year to help them to reach us and to ensure that, when they do, they get a service that is suited to them. We have adopted new fast-track procedures for cases where children or young people may be suffering injustice, trained some of our investigators to specialise in dealing with these complaints, and reviewed our ways of communicating with children and young people to make sure we engage them in the best way we can. We are about to publish a *Digest of cases* illustrating the sort of complaints we get from this group, and the results we have achieved for them.

We have also worked closely with advocates and children's rights officers and have focused awareness-raising activities on the agencies children and young people go to when they experience problems. If those agencies are well informed about us, they can 'broker' our services

and refer complaints directly to us. To give just a few examples, we have had complaints referred to us by A Voice for the Child In Care; Barnardo's; local NSPCC children's projects; and a number of independent advocacy services provided by local authorities.

Our work in the area of children and young people will continue in the coming year. Although the Children Act 2004 provides for a Children's Commissioner, he or she will not have powers to investigate individual complaints by children against local authorities. We will work with the Commissioner to ensure that our complaints processes are as user-friendly for children and young people as possible.

People with disabilities

Our monitoring information compares the percentage of our complainants who have a disability with the general incidence of disability in the population as a whole. According to census figures, 34 per cent of households in 2001 contained one or more persons with a disability. In last year's monitoring figures, 27 per cent of our complainants said that they had a disability. People with disabilities are likely to receive more council services than most sections of the community. And they are perhaps likely to suffer more if things go wrong. We want to ensure, therefore, that our service is not under-used by this group.

Case Study

In a case that did not result in a published report, the complainant was a woman (Ms A) who, while working as a nurse, had met a man (Mr B) who had severe brain damage, was unable to speak and was severely physically disabled. They formed a relationship and decided to live together. Mr B's mother approved. But when she died, Mr B's father opposed the suggestion that his son move in with Ms A, and Mr B moved into residential care. In deciding on residential care, the council made no real attempt to find out what Mr B wanted, but simply went along with his father's wishes. When we investigated, we suggested that the council was wrong to exclude all consideration of Ms A and what she had to offer, and that not enough effort had been made to find out what Mr B wanted. The council agreed to carry out a full reassessment of Mr B's needs, and then did so involving Ms A and Mr B fully and establishing Mr B's wishes. As a result of the reassessment, he is now to move in with Ms A.

"I was very impressed to receive your letter in Braille, and pleased to be able to write to you in Braille as that made it much easier to express myself."

Mr C, London

As with children and young people, we concentrate our awareness-raising efforts on the voluntary sector. We provide information and materials not only to the mainstream advice agencies such as Citizens Advice, but also to a large number of more specialist agencies aimed at specific groups. We have achieved some important outcomes for complainants with disabilities.

Minority ethnic communities

Our monitoring suggests that we already receive a slightly higher proportion of complaints from

people from minority ethnic communities than would reflect national averages, as shown in table 1 below. But although there is no evidence that we are failing to reach minority ethnic communities in general, we are aware that in some communities there is a limited general understanding of local government, individual rights to services, and rights of redress. We have been exploring ways of raising awareness of our role among these communities, particularly those suffering the greatest levels of exclusion.

To this end, we are beginning to target our resources on the areas of greatest need. We know from existing research where the largest

Table 1: Ethnic origin of complainants 2004/05 (excluding those who did not specify ethnic origin), as compared with 2001 Census

| Ethnic group | Commission complainants % | 2001 Census % of population |
|----------------------------|---------------------------|-----------------------------|
| White | 86 | 91 |
| Black | 7 | 2 |
| Asian | 4 | 5 |
| Mixed race | 2 | 1 |
| Other | 2 | 1 |
| Total %¹ | 100 | 100 |

¹ Percentages may not add up to 100 due to rounding.

Tony Redmond

Mr Redmond joined the Commission as Chairman on 12 November 2001. He deals with complaints against London boroughs north of the Thames (except Harrow and Tower Hamlets), the Greater London Authority, and authorities in Essex, Kent, Suffolk, Surrey, East Sussex, West Sussex, Berkshire, Buckinghamshire and Hertfordshire. Before becoming a Local Government Ombudsman, Mr Redmond was Chief Executive of the London Borough of Harrow. Prior to that he served as Treasurer and Deputy Chief Executive of Knowsley Metropolitan Borough Council and also Treasurer to the Merseyside Police Authority. He has also held senior posts in Wigan Metropolitan Borough Council and Liverpool City Council.



concentrations of people from various minority ethnic communities are, and we have identified which of these communities are least likely to bring their complaints to us. We are looking at ways of working with local authorities in the areas concerned to promote awareness of our service among these communities. We are already developing, with one authority, a blueprint for co-operative working in this respect.

In addition to complaints about administrative fault in general, we have investigated cases where racism is alleged to have played a contributory part.

We have enjoyed a fruitful co-operation with the Commission for Racial Equality (CRE). Indeed, the CRE has endorsed our latest special report, on neighbour nuisance and anti-social behaviour, as a means of avoiding maladministration in the investigation of complaints about racial harassment.

Other stakeholders

More generally, we have continued to build on our work aimed at giving the best possible level of service and accessibility for our customers. We have for some time used customer satisfaction

Case Study

Ms D, a council tenant, suffered racial harassment on the estate where she lived. It included racial abuse, graffiti, vandalism, spitting and threats, later progressing to physical assault. It lasted for more than two years. She suffered from depression as a result. The council failed to treat as racial harassment the incidents she reported, and so failed to investigate them in accordance with its racial harassment policy and procedure. It did not offer her support as a victim of racial harassment and took no action against two council tenants from the same estate after they had been convicted of assaulting her. It also failed to consider her for offers of accommodation in her chosen area for rehousing, despite having awarded her a 'management transfer', and offered the properties to applicants with lower priority. She suffered considerable anxiety and lived in constant fear of further harassment.

Ms D was eventually rehoused some way away from the estate. The council agreed to apologise to her and pay her £5,000 in compensation. Equally importantly, from our point of view, the council agreed it would ensure the lessons of this case were learned and fed into a training programme to be delivered urgently to housing officers.

surveys to find out what service users really want from us. Surveys have suggested that people might see us as remote and bureaucratic, so we have taken steps to improve the way we interact with people. Our style of communication is becoming less formal, with more emphasis on speaking face-to-face or by telephone; writing more simply and clearly; and improving the way we give advice to people who come to us with enquiries.

The people who complain to us are not our only stakeholders. We have another important constituency: the councils and other bodies in our jurisdiction. Again, we are building on a great deal of previous work in this area, and we are making real progress in increasing our accessibility for them. All three Ombudsmen are visiting more authorities in person. All our staff are moving towards more informal, less bureaucratic ways of working. We are confident that local authority staff are noticing the difference.

“I’m sure that your efforts were the main reason why the council finally resolved my application.”

Mr F, Co Durham

We have taken a new initiative this year in greatly increasing the amount of training we provide to local authorities. Through our training, we are meeting and talking to far more local authority staff than ever before, and getting across vital messages about how they can improve their complaint handling for the benefit for those who use their services.

In all this, communication is crucial. So we have made a new senior appointment to head the Commission’s communications function, backed up by some organisational changes.

We believe we have already laid the foundations for a service that is truly open to anyone who needs it. By launching our Public Value Agenda, and by making some key new appointments and changes to our structure, we have increased our capacity for responding to that challenge.

Tony Redmond
Patricia Thomas
Jerry White



Chapter 3

Business goals and performance

This chapter reports on our performance in the year ended 31 March 2005, and our progress towards achieving our business goals.

The Commission's goals

We review our business goals annually, but we did not find it necessary to change any of the goals last year. So, in 2004/05 our goals were:

- 1 To reduce the time taken to decide cases.
- 2 To increase the number of cases decided per head of staff allocated to the investigative process.
- 3 To reduce the average cost per complaint.
- 4 To make decisions that are sound and justified.

- 5 To provide a service that is courteous, considerate and respects diversity.
- 6 To increase awareness and understanding of our service.
- 7 To give guidance and advice and so improve local authority services.

Time taken to deal with complaints

In 2004/05 the proportion of complaints dealt with within 13 weeks and within 26 weeks fell, but the proportion of complaints dealt with within 52 weeks increased to 97 per cent. We exceeded all our targets for the percentage of complaints dealt with within 13 weeks, 26 weeks, and 52 weeks.

"Thank you for your help, your time and the thoroughness of your investigation."

Mr L, London

Table 2: Cases decided within time bands

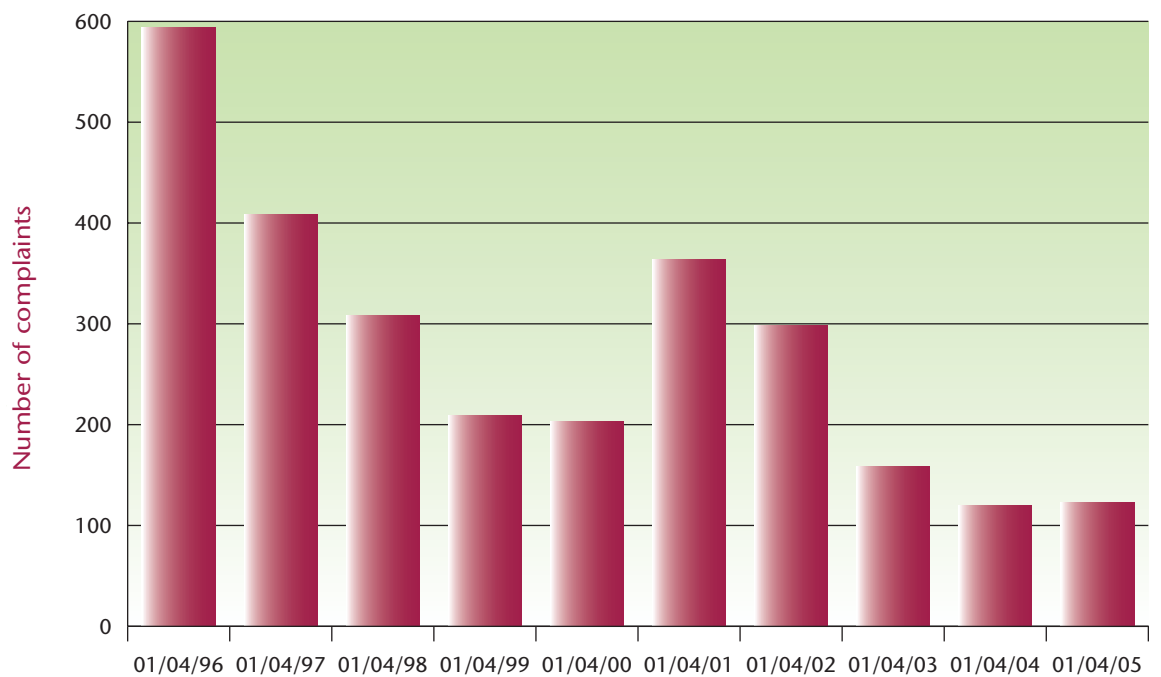
| Key indicator | March 2003 | March 2004 | March 2005 | |
|--|------------|------------|------------|--------|
| | Actual | Actual | Target | Actual |
| Percentage of all complaints (excluding prematures) determined within 13 weeks | 53.9 | 58.5 | 50.0 | 54.2 |
| Percentage of all complaints (excluding prematures) determined within 26 weeks | 78.4 | 83.9 | 80.0 | 82.7 |
| Percentage of all complaints (excluding prematures) determined within 52 weeks | 93.5 | 96.4 | 95.5 | 97.2 |
| Number of cases more than 52 weeks old | 158 | 120 | – | 123 |



There will always be a small minority of complaints that take more than 12 months to decide, either because of their complexity or

because of external factors (such as the illness of the complainant).

Graph 1: Complaints older than 12 months 1996 – 2005



“Thank God that the Ombudsman exists – I felt I was going mad until I found out that my complaint was something he could pursue.”

Ms P, London

Complaints determined per head of staff

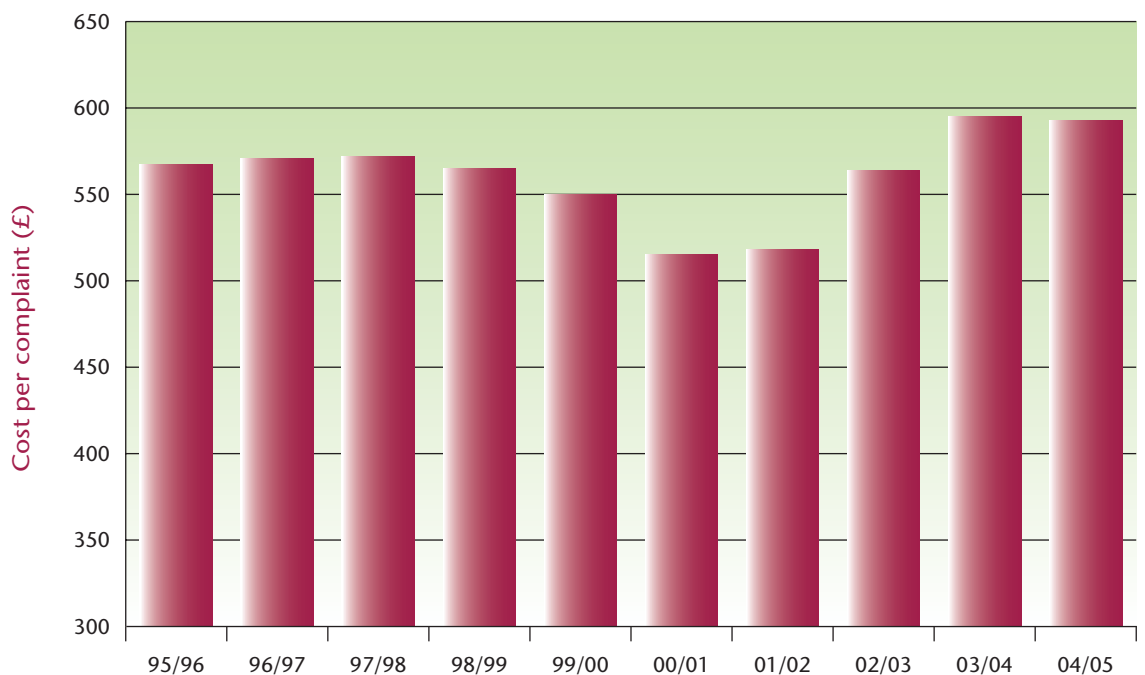
We are spending an increasing proportion of staff time on projects associated with our Communications Strategy. These are designed to provide advice on good administrative practice and increase awareness and understanding of our service. We estimate that some five per cent of staff time has been associated with this activity in 2004/05. The rest of staff activity is directly linked to dealing with complaints; our average productivity in 2004/05 was 95.3 complaints determined per head of staff, which compares with 96.6 complaints in 2003/04. This is a small reduction, but still a very high output compared with the past decade.

Cost of investigating complaints

The average cost per complaint in 2004/05 was £592.50.¹ This was slightly less than the cost per complaint in 2003/04 when inflation is taken into account. The average cost per complaint since 1995/96 is shown in graph 2 below.

The cost has increased significantly since 2002/03 for a number of reasons. These are primarily increased costs of pension fund and National Insurance contributions, and increased office rental following our London office move. Our London rents would have increased irrespective of the move but, with the Government’s support, we relocated to occupy premises with the offices of the Parliamentary and Health Service Ombudsman (PHSO) in 2003/04. The proposed merger of our offices with the PHSO office is no longer being pursued by the Government, but our two bodies are committed to closer joint working as far as is possible and efficient.

Graph 2: Average cost per complaint 1995/96 – 2004/05 (at 2004/05 prices)



¹ Pre-audit figure.

Sound and justified decisions

We apply various measures to ensure good quality decisions are taken about complaints. One area of monitoring is 'comebacks'; these are cases where complainants question our decisions on complaints.¹ Such cases are reviewed to see if the concerns are justified.

The proportion of comebacks is shown in table 3.

We recognise that complainants are generally disappointed when we conclude that their complaint about the council is unjustified. A comeback is often the product of this disappointment rather than a real concern of poor performance by us. We also analyse the outcome of comebacks to identify justified criticisms and to learn general lessons. Comebacks involve a detailed examination of the case file by a senior member of staff who was not involved in the original decision. We decided in eight cases that further investigation should be

undertaken to cover some issues that should have been examined before a decision was taken; this compares with nine such cases in 2003/04. In another 15 cases we decided that the decision was correct but for a different reason from that originally given. In 154 cases we decided the decision was correct but that we had not explained the reason sufficiently, so we gave further explanation (compared with 186 such cases in the previous year). And in 54 cases further investigation was carried out when the complainant provided new information in their comeback letter.

The ultimate challenge to the Ombudsmen's decisions is judicial review. In 2004/05 there were seven cases of judicial review. There was no fault by the Ombudsman found in any of these cases. (Figures for 2003/04 were identical, seven cases with no fault found.)

"Thank you most sincerely for all the help you have given to me, as I know that without your help I would not have had this problem settled so quickly, if at all."

Miss K,
Greater Manchester

Table 3: Comebacks as a percentage of all decisions 1996/97 – 2004/05

| | 1996/ 97 | 1997/ 98 | 1998/ 99 | 1999/ 00 | 2000/ 01 | 2001/ 02 | 2002/ 03 | 2003/ 04 | 2004/ 05 |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Comebacks as a percentage of all decisions | 7.2 | 6.1 | 5.3 | 5.0 | 4.4 | 4.4 | 7.8 | 7.7 | 7.5 |
| Number of comebacks | 1,151 | 932 | 812 | 884 | 803 | 845 | 1,434 | 1,436 | 1,378 |
| Percentage of these responded to within 28 days | 56.0 | 59.4 | 62.6 | 63.5 | 57.0 | 58.6 | 72.3 | 71.7 | 65.3 |

¹ See glossary at Appendix 5 for an explanation of 'comebacks'.

Courteous and considerate service

We expect high standards of conduct from our staff in their dealings with the public and bodies within jurisdiction. We monitor compliments and complaints about our conduct. Details of our customer compliments for the last three years (we have been monitoring these since 2002) are in table 4, and details of our customer complaints for the last decade are in table 5.

We have included some examples of the compliments we have received throughout the main text of this report.

Customer complaints are about our treatment of the complainant, as distinct from the outcome of their complaint to us about the council. Although there has been an increase over the previous two years, the number of customer complaints is a very small proportion of our workload. As with ‘comebacks’, we review these complaints at senior level. We analyse complaints that are upheld to learn lessons for improvement in our performance. The number of customer complaints that we find are justified remains

small, the majority of them relating to unreasonable delay in dealing with the complaint.

Independently conducted surveys are the most reliable way to assess customer satisfaction. So, every four years, we commission a customer satisfaction study from an independent consumer research company. The most recent such survey was carried out by MORI in 1999; the results are on our website. Some of the issues raised were similar to the 1995 results, but overall the 1999 survey showed improvements in almost all areas.

In 2004 we commissioned a research company to re-analyse the data from our previous two surveys and then to conduct some in-depth qualitative research with groups of complainants to explore their experiences in detailed discussions with the researchers. This exercise is designed, in particular, to help us to identify customer satisfaction indicators we can use for continuous monitoring. We will also conduct another large survey of local authorities. The results of both studies will be available in 2005/06.

“I know that without your intervention and good service in investigating the claims of both parties, I would not have reached this positive outcome ... I can say with my hand on my heart, that the Ombudsman does represent the interest of the public.”

Mr K, London

Table 4: Customer compliments 2002/03 – 2004/05

| | 2002/03 | 2003/04 | 2004/05 |
|----------------------------|---------|---------|---------|
| Total compliments received | 476 | 535 | 611 |

Table 5: Customer complaints 1996/97 – 2004/05

| | 1996/ 97 | 1997/ 98 | 1998/ 99 | 1999/ 00 | 2000/ 01 | 2001/ 02 | 2002/ 03 | 2003/ 04 | 2004/ 05 |
|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Total | 78 | 81 | 114 | 125 | 117 | 114 | 94 | 92 | 148 |
| Not upheld | 60 | 57 | 76 | 90 | 86 | 74 | 67 | 68 | 97 |
| Upheld wholly or in part | 18 | 24 | 38 | 35 | 31 | 40 | 27 | 24 | 51 |

"I really felt the need to congratulate you and [the investigator] on your good work, because I do not suppose either of you get many thanks in the positions you hold. I am extremely grateful to you both for bringing justice back into my life again. You have restored my faith in human nature."

Ms S, Worcestershire

Giving advice and guidance

In August we published our eighth annual *Digest of cases*. During the year, we also gave individual local authorities and other bodies large amounts of ad hoc advice on administrative practice at their request. Ombudsmen and staff gave talks at workshops, seminars and conferences.

We revised and expanded our *Guidance note 6: Remedies* in February 2005. It now includes chapters on school admissions, special educational needs, environmental health, and social services in addition to the housing and planning chapters it included already.

We continued with a programme of publishing special reports. In these we bring together the learning points from a range of similar complaints across the country to draw attention to general lessons and provide advice from the Ombudsmen on good practice. Two more reports were published in 2004/05 (after the three published in 2003/04). The first was published in December 2004 and was called *Parking enforcement by local authorities. Consideration of representations under the Road Traffic Act 1991*. The second was published in February 2005 and was called *Neighbour nuisance and anti-social behaviour*. These have been very well received and more are planned in future years.

Our four current guidance notes on good administrative practice, the six most recent *Digests of cases* and all five special reports are available on our website, where they can be downloaded into a printed or electronic format.

Freedom of information

The Commission's *Code of practice on access to information* was replaced in January 2005 with the statutory rights to information under the Freedom of Information Act 2000. While the Code was still in force during 2004, all requests for information

were met within the Commission's time target of 20 working days, and no requests were refused other than those covered by exemption clauses in the Code.

During the quarter from 1 January to 31 March 2005, the Commission received 92 requests for information that were dealt with under the provisions of the Freedom of Information Act. Of these, 69 were refused and 10 were given partial responses. The majority of the refusals were because the information related to investigation files. Under section 44 of the Act, information is exempt if its disclosure is prohibited by another Act. The Local Government Act 1974, section 32(2) requires the Ombudsman to keep confidential any information obtained in the course of, or for the purposes of, an investigation, except in order to conduct the investigation.

The refusals that did not relate to complaint files were mostly because the Commission did not hold the information requested.

The Commission's *Publication scheme*¹ is available on the Commission's website.

Sustainable development

We have an environmental policy which is the special responsibility of one of our Deputy Ombudsmen. We continued to pursue a range of measures in 2004/05. We encourage staff to cycle, car share or use public transport when travelling to and from, or in the course of, work. We monitor our paper usage and encourage use of email. We use chlorine-free paper from sustainable sources for our printed stationery. We use recycled paper for our publications. We recycle some waste, in particular waste paper and some IT consumables. We have an intranet which reduces the need for staff to have policies, procedures and guidance material in hard copy.

¹ Copies of the *Publication scheme* are available from the Secretary of the Commission, 10th Floor, Millbank Tower, Millbank, London SW1P 4QP. Tel 020 7217 4683.



We purchase environmentally friendly goods where practicable, and seek information on the environmental policies of suppliers of goods and services.

Good governance

The Commission's *Code of Conduct for Commission Members* came into effect on 3 October 1995. There is a *Register of the interests of Commission Members* which is open to public inspection at the Commission's office in London. A copy of the information in the register will be supplied on request.¹ The Code of Conduct was revised in December 1999 in the light of guidance issued by the Cabinet Office.

In 2004/05 we commenced meetings of our reorganised Audit Committee. This body, which previously comprised the Chairman and the Deputies, now comprises the four members of the Commission and an independent Chair. The Chair is Chris Swinson; he is a Past President of the Institute of Chartered Accountants in England and Wales (ICAEW), a Commissioner of the Audit Commission and senior partner and Chairman of the Policy Board of international accountants BDO Stoy Hayward. In addition to considering reports from our internal and external auditors, the Audit Committee oversees our risk management arrangements.

¹ Copies of the *Code of Conduct for Commission Members* are available from the Secretary of the Commission, 10th Floor, Millbank Tower, Millbank, London SW1P 4QP. Tel 020 7217 4683. Requests for information from the *Register of interests* should also be addressed to the Secretary.

Chapter 4

Analysis of complaints

This chapter provides an analysis of all the complaints we received and determined in the year ended 31 March 2005. The terminology is explained in the glossary in Appendix 5. More detailed statistics are given in Appendix 1.

We decided 18,487 complaints. The numbers of complaints received and complaints determined since 1995/96 are set out in graph 3 below.

Complaints received

We received a total of 18,698 complaints in the year ended 31 March 2005, compared with 18,982 in the previous year. This is a decrease of 1.5 per cent.

Subjects of complaints

The subjects of complaints are shown in chart 1 opposite. A more detailed breakdown is given in Appendix 1(a).

“Even if we were disappointed by the outcome, we nonetheless appreciated your care and diligence and thoroughness in reviewing the complaint.”

Mr & Mrs B,
West Yorkshire

Graph 3: Complaints received and determined 1995/96 – 2004/05

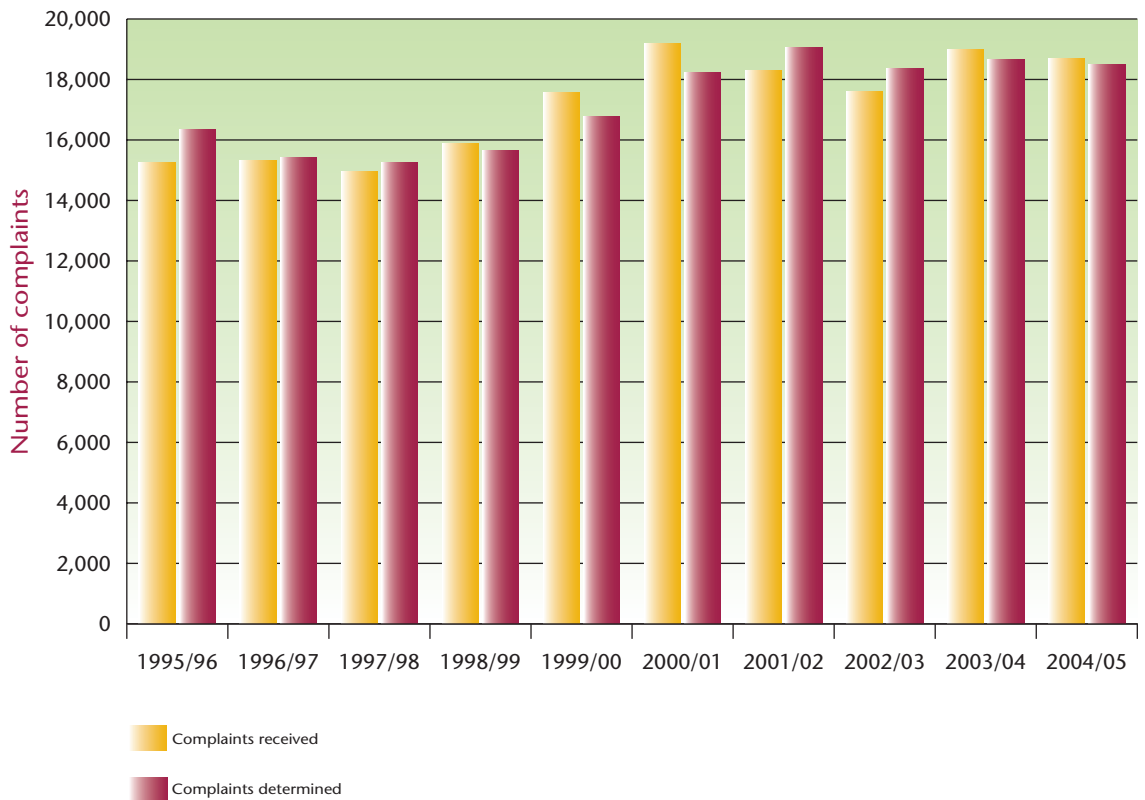




Chart 1: Complaints received by category 2004/05

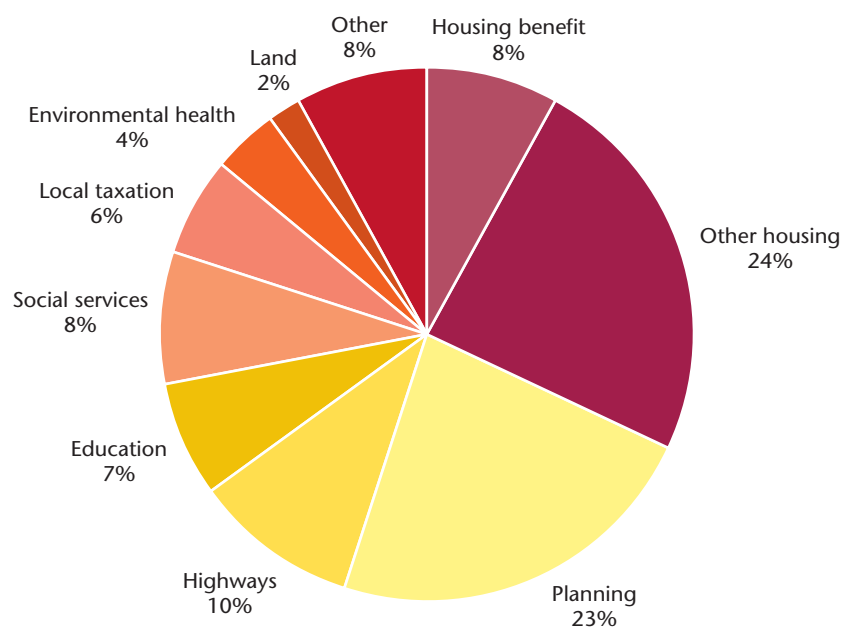


Table 6: Analysis of outcome of complaints 2004/05

| Outcome | Number of complaints | Percentage of total (excluding premature complaints and outside jurisdiction) |
|---|----------------------|---|
| Local settlements | 2,875 | 25.29% |
| Maladministration causing injustice (issued report) | 167 | 1.47% |
| Maladministration, no injustice (issued report) | 28 | 0.24% |
| No maladministration (issued report) | 2 | 0.02% |
| No or insufficient evidence of maladministration (without report) | 5,405 | 47.54% |
| Ombudsman's discretion not to pursue complaint | 2,892 | 25.44% |
| Premature complaints | 4,713 | |
| Outside jurisdiction | 2,405 ¹ | |
| Total | 18,487 | |

See the glossary at Appendix 5 for an explanation of terminology.

Outcome of complaints

Table 6 summarises the decisions made on the complaints. The total number of complaints where redress was obtained was 3,042 – 27 per cent of all complaints determined (excluding premature complaints and those outside jurisdiction) and two percentage points lower than the previous year.

A breakdown by category of reports issued in the year is given in Appendix 1(c). Planning matters formed the largest percentage of reports issued and housing matters formed the second largest percentage. A list of all formal reports issued during the year and their findings is given in Appendix 3.²

¹ One of these decisions was taken by the Public Services Ombudsman for Wales on behalf of Mr Redmond.

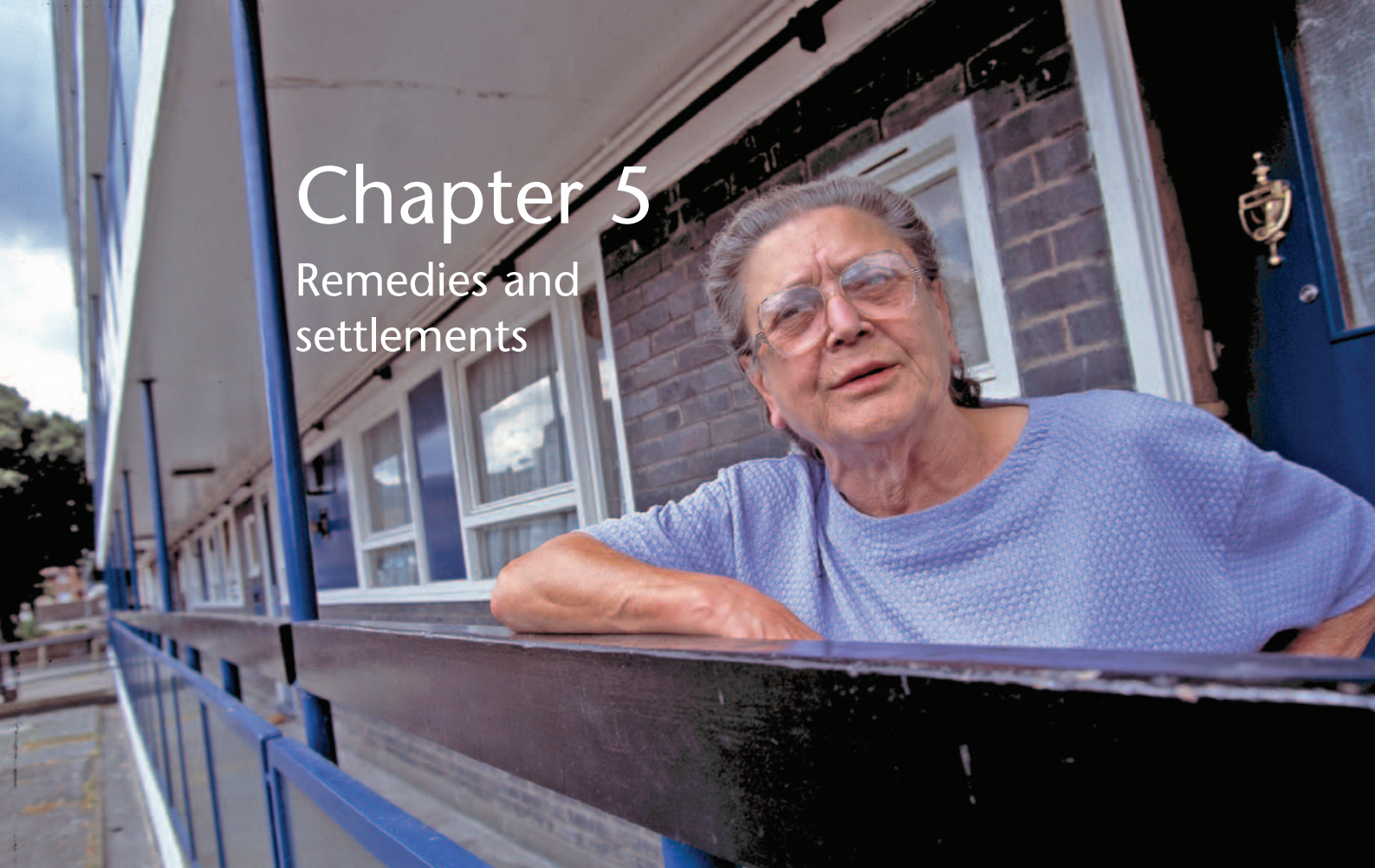
² Copies of individual investigation reports can be obtained from the Secretary of the Commission, 10th Floor, Millbank Tower, Millbank, London SW1P 4QP. Tel 020 7217 4683.

“Thank you for your speedy and efficient handling of this case, which has resulted in a satisfactory outcome... thank you for an excellent service.”

Mr L, Sussex

Chapter 5

Remedies and settlements



Our aim is to obtain redress for people who have suffered an injustice as a result of maladministration. Where we complete an investigation and find maladministration that has caused injustice, we issue a report which includes recommendations for a remedy for the complainant. But there are also a significant proportion of investigations which do not need to be completed, because a 'local settlement' is reached during the course of the investigation.¹

Local settlements can occur at various stages of the investigation. For example, councils sometimes volunteer settlements in response to our first enquiries about a complaint. Often, however, our staff, having considered the information collected from the council and the complainant, identify what appears to be

maladministration and a consequent injustice and propose a settlement. Having considered the views of both sides, we either approve the settlement or continue with the investigation.

Table 7 sets out the number of remedies and settlements obtained in the year, showing the type of outcome reached. Where the remedies and settlements resulted in a payment being made, the amounts recommended came to a total of over £1,110,000. This figure represents the minimum we have obtained for complainants, as there are currently cases where an authority has agreed to undertake a 'before and after' valuation² and to pay the difference in value to the complainant, but where the outcome of the valuation is not yet known.

¹ See glossary in Appendix 5 for a full explanation of 'local settlements'.

² That is, the valuation of a property adversely affected by neighbouring development before and after that development took place.

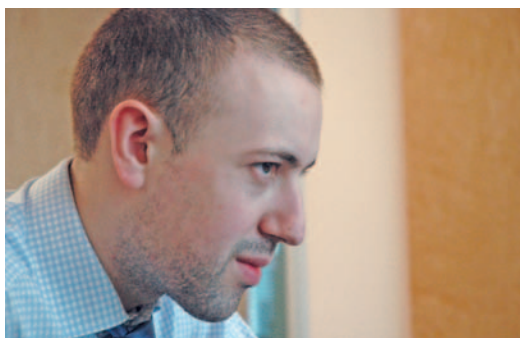
“Thank you for overseeing our complaint in such an efficient, communicative, and pleasant manner. Thank you for also taking the time to visit our home in order to give our case your fullest attention.”

**Mr & Mrs J,
West Midlands**

Table 7: Type of remedy or settlement obtained 2004/05

| Type of remedy/settlement | Number |
|--|--------------|
| Apology | 809 |
| Take action: | |
| New hearing/appeal | 102 |
| Offer of new accommodation | 37 |
| Revise publication/published information | 34 |
| Consider others in similar situation | 25 |
| Make inspection and take appropriate action | 117 |
| Other | 1,303 |
| Review policies and/or procedures | 244 |
| Make payment: | |
| ‘Before and after’ valuation | 11 |
| Other payment | 1,937 |
| Total number of remedies/settlements recorded¹ | 4,619 |
| Total number of complaints where a remedy/settlement was recorded | 3,042 |

¹ Some complaints have more than one remedy description recorded against them so the number of remedies recorded is greater than the number of complaints remedied.



Chapter 6

Mrs Thomas – Reflections on 20 years

This will be the twentieth and last report I make as Local Government Ombudsman for authorities in the North and North Midlands, as I retire at the end of September 2005.

Since I was appointed I have seen an enormous expansion of the work of the English Local Government Ombudsmen, from 3,502 complaints in 1985/86 to 18,698 last year. This has however been accompanied by an increasing acceptance by local authorities of the value of having an external independent body to whom complaints can be passed. In 1985 virtually no councils had complaints procedures in place, and there was often a reluctance to accept our findings and recommendations. Now it is generally acknowledged that good complaints handling is an important part of good customer service, and most complaints we deal with have been through the council's internal processes. Indeed we provide training to councils on how to deal properly with complaints, and many are satisfactorily resolved without the need to come to us.

I am pleased that we now have a good working relationship with most councils that we deal with. Without the co-operation of those councils our work would be a great deal harder, and we would not be able to resolve as many complaints as we do at an early stage, to the benefit of all concerned.

While our main objective is to achieve a remedy for a complainant who has suffered from a council's maladministration, we also seek improvements in council services for the benefit

of all who need or use them. Our involvement has contributed to such improvements in many areas. Housing and planning remain the most common subjects of complaint, but practices and procedures have become more professional so that there is less room for criticism than in the past. The number of such complaints, while still increasing, has declined proportionately as complaints about other subjects like education, housing benefit and local taxation have increased. We receive many complaints about education admission appeals, but now it is less common to find fault with one organised by a local education authority, although other admission authorities still make mistakes. Problems with computer systems and lack of training have caused problems with housing benefit, but the situation is getting better. My major concern now is the provision of social care, about which we are receiving an increasing number of justified complaints.

What has not changed is the quality of the staff who have supported me over the years. Their number has grown but they all continue to be committed to the work of helping to obtain justice for those who have suffered from maladministration. The public is very well served by the staff of the Local Government Ombudsman service. I am immensely grateful to all of them – they have been a pleasure to work with and I shall miss them.

Patricia Thomas
April 2005

"I wish to thank you for the work you have done for me. I am pleased with the work of the Ombudsman Service and the help it gives to people who think they have not been given a fair deal."

Mr D, Derbyshire

Appendix 1(a)

Subjects of complaints received 2004/05

| | Mr Redmond | Mr White | Mrs Thomas | Totals |
|-------------------------------------|--------------|--------------|--------------|--------------|
| Housing: | | | | |
| Housing register/allocations | 153 | 135 | 155 | 443 |
| Housing transfers | 201 | 195 | 152 | 548 |
| Neighbour nuisance | 231 | 207 | 234 | 672 |
| Council housing management, other | 175 | 114 | 149 | 438 |
| Homelessness | 177 | 112 | 105 | 394 |
| Council housing repairs | 391 | 396 | 440 | 1,227 |
| Regeneration/improvement | 7 | 12 | 64 | 83 |
| Housing sales/leaseholds | 154 | 134 | 103 | 391 |
| Housing benefit | 677 | 442 | 348 | 1,467 |
| Housing grants | 25 | 41 | 50 | 116 |
| Private housing notices | 9 | 8 | 10 | 27 |
| Harassment/unlawful eviction | 5 | 3 | 6 | 14 |
| Rent accounts | 46 | 39 | 43 | 128 |
| Other | 12 | 50 | 94 | 156 |
| Total housing | 2,263 | 1,888 | 1,953 | 6,104 |
| Planning: | | | | |
| Publicity for planning applications | 20 | 74 | 23 | 117 |
| Enforcement | 161 | 233 | 225 | 619 |
| Consideration/neighbour amenity | 713 | 1,110 | 967 | 2,790 |
| Development plans | 14 | 16 | 5 | 35 |
| Conservation areas/listed buildings | 27 | 64 | 10 | 101 |
| Refusal of planning permission | 56 | 103 | 78 | 237 |
| Other | 81 | 227 | 142 | 450 |
| Total planning | 1,072 | 1,827 | 1,450 | 4,349 |



| | Mr Redmond | Mr White | Mrs Thomas | Totals |
|------------------------------|--------------|--------------|--------------|---------------|
| Education: | | | | |
| Special educational needs | 60 | 82 | 60 | 202 |
| Admissions | 391 | 187 | 221 | 799 |
| Exclusions | 6 | 18 | 13 | 37 |
| Education grants | 10 | 11 | 17 | 38 |
| Education transport | 41 | 25 | 19 | 85 |
| Other | 56 | 60 | 66 | 182 |
| Total education | 564 | 383 | 396 | 1,343 |
| Social services: | | | | |
| Services for adults | 187 | 223 | 280 | 690 |
| Services for children | 198 | 179 | 242 | 619 |
| Registered homes | 3 | 0 | 5 | 8 |
| Other | 38 | 40 | 47 | 125 |
| Total social services | 426 | 442 | 574 | 1,442 |
| Land | 63 | 118 | 165 | 346 |
| Environmental health | 182 | 251 | 263 | 696 |
| Highways | 793 | 592 | 501 | 1,886 |
| Local taxation | 357 | 459 | 266 | 1,082 |
| Council tax benefit | 55 | 37 | 14 | 106 |
| Drainage | 28 | 52 | 61 | 141 |
| Leisure and recreation | 70 | 88 | 108 | 266 |
| Death | 9 | 22 | 15 | 46 |
| Building control | 23 | 40 | 21 | 84 |
| Commercial | 43 | 54 | 59 | 156 |
| Personnel | 45 | 42 | 64 | 151 |
| Consumer protection | 16 | 18 | 23 | 57 |
| Transport | 5 | 4 | 10 | 19 |
| Fire | 1 | 1 | 2 | 4 |
| Police | 4 | 2 | 8 | 14 |
| Miscellaneous | 96 | 116 | 194 | 406 |
| Overall totals | 6,115 | 6,436 | 6,147 | 18,698 |

Appendix 1(b)

Analysis of outcome of complaints 2004/05

| | Mr Redmond | Mr White | Mrs Thomas | Totals |
|---|------------------|--------------|--------------|--------------------|
| Local settlements | 985 | 955 | 935 | 2,875 |
| Maladministration causing injustice (issued report) | 42 | 63 | 62 | 167 |
| Maladministration, no injustice (issued report) | 3 | 3 | 22 | 28 |
| No maladministration (issued report) | 0 | 0 | 2 | 2 |
| No or insufficient evidence of maladministration (without report) | 1,578 | 1,990 | 1,837 | 5,405 |
| Ombudsman's discretion not to pursue complaint | 1,009 | 976 | 907 | 2,892 |
| Premature complaints | 1,427 | 1,643 | 1,643 | 4,713 |
| Outside jurisdiction | 943 ¹ | 819 | 643 | 2,405 ¹ |
| Totals | 5,987 | 6,449 | 6,051 | 18,487 |

See the glossary at Appendix 5 for an explanation of terminology.

1 One of these decisions was taken by the Public Services Ombudsman for Wales on behalf of Mr Redmond.



Appendix 1(c)

Subjects of investigation reports 2004/05

| | Mr Redmond | Mr White | Mrs Thomas | Totals |
|-------------------------------------|------------|-----------|------------|-----------|
| Housing: | | | | |
| Housing register/allocations | – | – | 1 | 1 |
| Housing transfers | – | – | 1 | 1 |
| Neighbour nuisance | 5 | 3 | 3 | 11 |
| Council housing management, other | – | 1 | 1 | 2 |
| Homelessness | – | 2 | 1 | 3 |
| Council housing repairs | 2 | 3 | 1 | 6 |
| Regeneration/improvement | – | – | 1 | 1 |
| Housing sales/leaseholds | – | – | 2 | 2 |
| Housing benefit | 3 | 2 | 1 | 6 |
| Housing grants | – | – | 1 | 1 |
| Private housing notices | – | – | – | – |
| Harassment/unlawful eviction | – | – | – | – |
| Rent accounts | 1 | – | – | 1 |
| Housing, other | – | – | 2 | 2 |
| Total housing | 11 | 11 | 15 | 37 |
| Planning: | | | | |
| Publicity for planning applications | – | 4 | – | 4 |
| Enforcement | – | 7 | 10 | 17 |
| Consideration/neighbour amenity | 18 | 16 | 34 | 68 |
| Development plans | – | – | – | – |
| Conservation areas/listed buildings | – | 2 | – | 2 |
| Refusal of planning permission | – | – | – | – |
| Planning, other | – | 1 | – | 1 |
| Total planning | 18 | 30 | 44 | 92 |



| | Mr Redmond | Mr White | Mrs Thomas | Totals |
|------------------------------|------------|-----------|------------|------------|
| Education: | | | | |
| Special educational needs | 1 | 4 | 2 | 7 |
| Admissions | 9 | 2 | 3 | 14 |
| Exclusions | – | 1 | – | 1 |
| Education grants | 1 | – | – | 1 |
| Education transport | – | – | – | – |
| Total education | 11 | 7 | 5 | 23 |
| Social services: | | | | |
| Services for adults | – | 7 | 10 | 17 |
| Services for children | – | 1 | 5 | 6 |
| Registered homes | – | – | – | – |
| Total social services | – | 8 | 15 | 23 |
| Land | – | 1 | 2 | 3 |
| Environmental health | 1 | 1 | 2 | 4 |
| Highways | 1 | 4 | 1 | 6 |
| Local taxation | 1 | 1 | – | 2 |
| Council tax benefit | 1 | – | – | 1 |
| Drainage | 1 | – | 1 | 2 |
| Leisure and recreation | – | – | – | – |
| Death | – | 1 | – | 1 |
| Building control | – | 1 | 1 | 2 |
| Commercial | – | 1 | – | 1 |
| Overall totals | 45 | 66 | 86 | 197 |

Note: This table shows the number of complaints subject to report, not the number of reports.

Appendix 1(d)

Compliance with recommendations

The table below shows the outcome of 1,929 reports issued since 1 April 1995 where injustice was found. The first column shows the number of reports¹ issued in each year where maladministration causing injustice was found. The second column shows how many of these cases were not satisfactorily settled. The third

column shows how many of the reports issued in each year are still awaiting a final outcome. The reason 41 cases for 2004/05 are still awaiting remedy is because many of them were issued in the latter part of the year and so are within the six months allowed for a council to provide a remedy.

| Year | Reports finding maladministration causing injustice | Unsatisfactory outcome | Awaiting remedy |
|---------------|---|------------------------|-----------------|
| 1995/96 | 329 | 14 | – |
| 1996/97 | 236 | 4 | – |
| 1997/98 | 218 | 1 | – |
| 1998/99 | 235 | 2 | – |
| 1999/00 | 224 | 3 | 4 |
| 2000/01 | 165 | 2 | – |
| 2001/02 | 152 | 2 | 1 |
| 2002/03 | 145 | 1 | 12 |
| 2003/04 | 104 | – | 8 |
| 2004/05 | 121 | – | 41 |
| Totals | 1,929 | 29 | 66 |

¹ This table shows numbers of reports issued, not the number of complaints subject to report. So the numbers shown in the first column are less than the number of complaints where maladministration and injustice were found (as shown in Appendix 1(b)) for each year.

Appendix 2

Council response times in the year ended 31 March 2005 with comparison figures for year ended 31 March 2002

The following list shows the number of separate enquiries the Ombudsmen made to each council and the average time the council took to respond to those enquiries. It does not include any subsequent enquiries or correspondence about the same complaint.

The figures relate to enquiries made in the years ended 31 March 2005 and 31 March 2002, and not necessarily to complaints received or determined in those years.

| Authority | 2001/02 | | 2004/05 | |
|--------------------------|--------------------------|--|--------------------------|--|
| | Number of enquiries made | Average time to respond to enquiries (weeks) | Number of enquiries made | Average time to respond to enquiries (weeks) |
| Greater London | | | | |
| Greater London Authority | - | - | 1 | 4.0 |
| LB Barking & Dagenham | 14 | 5.1 | 37 | 4.2 |
| LB Barnet | 38 | 5.7 | 63 | 6.1 |
| LB Bexley | 23 | 6.2 | 13 | 5.1 |
| LB Brent | 36 | 5.3 | 28 | 3.2 |
| LB Bromley | 56 | 6.6 | 77 | 5.5 |
| LB Camden | 44 | 3.3 | 54 | 4.2 |
| City of London | 2 | 3.4 | 7 | 2.6 |
| LB Croydon | 50 | 9.4 | 57 | 5.9 |
| LB Ealing | 173 | 4.1 | 126 | 5.5 |
| LB Enfield | 38 | 8.1 | 43 | 7.0 |
| LB Greenwich | 43 | 3.6 | 52 | 3.4 |
| LB Hackney | 521 | 25.5 | 168 | 4.0 |
| LB Hammersmith & Fulham | 35 | 6.2 | 40 | 3.8 |
| LB Haringey | 63 | 7.4 | 66 | 3.0 |
| LB Harrow | 22 | 3.9 | 31 | 4.5 |
| LB Havering | 17 | 5.6 | 33 | 4.0 |
| LB Hillingdon | 21 | 5.4 | 25 | 4.0 |
| LB Hounslow | 49 | 7.4 | 71 | 4.3 |
| LB Islington | 259 | 6.4 | 86 | 4.5 |
| RB Kensington & Chelsea | 33 | 5.1 | 16 | 3.3 |
| RB Kingston upon Thames | 13 | 4.0 | 13 | 12.4 |
| LB Lambeth | 715 | 16.5 | 262 | 6.7 |
| LB Lewisham | 98 | 6.3 | 96 | 7.1 |
| LB Merton | 32 | 6.5 | 45 | 4.7 |
| LB Newham | 77 | 3.2 | 46 | 3.4 |
| LB Redbridge | 27 | 4.9 | 27 | 4.5 |
| LB Richmond upon Thames | 16 | 4.1 | 22 | 4.3 |
| LB Southwark | 182 | 8.5 | 105 | 5.8 |
| LB Sutton | 25 | 4.4 | 28 | 4.6 |
| LB Tower Hamlets | 69 | 5.3 | 84 | 2.8 |
| LB Waltham Forest | 83 | 9.8 | 75 | 4.1 |
| LB Wandsworth | 78 | 4.8 | 44 | 4.2 |
| Westminster City C | 102 | 6.3 | 168 | 5.1 |
| Bedfordshire | | | | |
| Bedfordshire CC | 7 | 3.1 | 23 | 3.5 |
| Bedford BC | 5 | 5.7 | 7 | 4.0 |
| Luton BC | 12 | 5.1 | 18 | 3.7 |
| Mid Bedfordshire DC | 5 | 4.0 | 8 | 3.1 |
| South Bedfordshire DC | 6 | 4.3 | 3 | 4.5 |

| Authority | 2001/02 | | 2004/05 | |
|---|--------------------------|--|--------------------------|--|
| | Number of enquiries made | Average time to respond to enquiries (weeks) | Number of enquiries made | Average time to respond to enquiries (weeks) |
| Berkshire | | | | |
| Bracknell Forest C | 10 | 4.2 | 8 | 3.0 |
| Reading BC | 26 | 4.8 | 22 | 4.6 |
| Slough BC | 14 | 3.0 | 21 | 4.4 |
| West Berkshire C | 12 | 6.6 | 11 | 3.2 |
| RB Windsor & Maidenhead | 14 | 6.2 | 20 | 5.2 |
| Wokingham C | 11 | 6.6 | 13 | 4.1 |
| Bristol | | | | |
| Bristol City C | 40 | 7.7 | 61 | 3.9 |
| Buckinghamshire | | | | |
| Buckinghamshire CC | 36 | 4.1 | 62 | 3.0 |
| Aylesbury Vale DC | 19 | 6.4 | 8 | 4.2 |
| Chiltern DC | 6 | 7.6 | 11 | 4.6 |
| Milton Keynes C | 35 | 7.6 | 23 | 4.5 |
| South Bucks DC | 3 | 7.7 | 1 | 4.6 |
| Wycombe DC | 10 | 3.3 | 9 | 4.8 |
| Cambridgeshire | | | | |
| Cambridgeshire CC | 13 | 6.4 | 13 | 2.8 |
| Cambridge City C | 15 | 5.3 | 7 | 6.1 |
| East Cambridgeshire DC | 5 | 2.8 | 13 | 3.7 |
| Fenland DC | 11 | 9.6 | 14 | 7.1 |
| Huntingdonshire DC | 20 | 6.4 | 12 | 4.4 |
| Peterborough City C | 12 | 4.6 | 14 | 5.2 |
| South Cambridgeshire DC | 10 | 5.2 | 26 | 6.6 |
| Cheshire | | | | |
| Cheshire CC | 22 | 4.2 | 21 | 3.7 |
| Chester City C | 9 | 4.0 | 15 | 4.4 |
| Congleton BC | 6 | 3.5 | 16 | 4.3 |
| Crewe & Nantwich BC | 10 | 5.6 | 5 | 3.1 |
| Ellesmere Port & Neston BC | 4 | 5.4 | 3 | 3.7 |
| Halton BC | 11 | 4.8 | 21 | 4.2 |
| Macclesfield BC | 21 | 4.1 | 13 | 3.9 |
| Vale Royal BC | 13 | 3.4 | 11 | 3.4 |
| Warrington BC | 21 | 7.2 | 27 | 3.9 |
| Cleveland | | | | |
| Hartlepool BC | 10 | 3.7 | 1 | 4.6 |
| Middlesbrough BC | 15 | 3.6 | 5 | 2.8 |
| Redcar & Cleveland BC | 12 | 3.7 | 8 | 3.0 |
| Stockton-on-Tees BC | 20 | 4.4 | 25 | 4.0 |
| Cornwall & the Isles of Scilly | | | | |
| Cornwall CC | 16 | 7.3 | 22 | 5.9 |
| Caradon DC | 14 | 5.0 | 23 | 3.8 |
| Carrick DC | 18 | 5.9 | 16 | 6.5 |
| Kerrier DC | 16 | 5.8 | 22 | 4.3 |
| North Cornwall DC | 13 | 3.1 | 11 | 3.9 |
| Penwith DC | 9 | 3.7 | 16 | 3.9 |
| Restormel BC | 17 | 6.3 | 11 | 5.2 |
| Council of the Isles of Scilly | 4 | 2.8 | 1 | 3.9 |
| Cumbria | | | | |
| Cumbria CC | 11 | 4.1 | 19 | 3.7 |
| Allerdale BC | 6 | 2.8 | 5 | 2.5 |
| Barrow-in-Furness BC | 8 | 3.4 | 7 | 3.0 |
| Carlisle City C | 7 | 2.4 | 4 | 4.1 |
| Copeland BC | 12 | 3.8 | 9 | 3.8 |
| Eden DC | 4 | 5.4 | 3 | 4.2 |
| South Lakeland DC | 12 | 6.6 | 16 | 4.8 |

| Authority | 2001/02 | | 2004/05 | |
|----------------------------|--------------------------|--|--------------------------|--|
| | Number of enquiries made | Average time to respond to enquiries (weeks) | Number of enquiries made | Average time to respond to enquiries (weeks) |
| Derbyshire | | | | |
| Derbyshire CC | 15 | 4.2 | 17 | 4.7 |
| Amber Valley DC | 6 | 4.2 | 8 | 2.7 |
| Bolsover DC | 7 | 3.9 | 9 | 3.6 |
| Chesterfield BC | 12 | 4.7 | 10 | 6.8 |
| Derby City C | 27 | 3.1 | 21 | 4.1 |
| Derbyshire Dales DC | 5 | 3.0 | 4 | 3.0 |
| Erewash BC | 11 | 4.7 | 2 | 4.0 |
| High Peak BC | 5 | 2.5 | 6 | 4.1 |
| North East Derbyshire DC | 3 | 4.1 | 6 | 3.9 |
| South Derbyshire DC | 5 | 3.1 | 4 | 2.6 |
| Devon | | | | |
| Devon CC | 17 | 4.1 | 27 | 3.9 |
| East Devon DC | 27 | 8.8 | 19 | 4.6 |
| Exeter City C | 11 | 3.1 | 9 | 3.0 |
| Mid Devon DC | 7 | 2.9 | 10 | 3.8 |
| North Devon DC | 22 | 5.2 | 17 | 6.3 |
| Plymouth City C | 68 | 4.4 | 55 | 4.7 |
| South Hams DC | 11 | 3.7 | 16 | 5.1 |
| Teignbridge DC | 12 | 4.5 | 13 | 5.5 |
| Torbay BC | 18 | 5.7 | 18 | 4.9 |
| Torridge DC | 10 | 4.7 | 18 | 5.7 |
| West Devon BC | 6 | 3.5 | 2 | 2.4 |
| Dorset | | | | |
| Dorset CC | 8 | 3.9 | 6 | 4.5 |
| Bournemouth BC | 18 | 3.5 | 16 | 2.6 |
| Christchurch BC | 6 | 4.6 | 6 | 3.5 |
| East Dorset DC | 9 | 6.2 | 10 | 4.8 |
| North Dorset DC | 5 | 2.6 | 13 | 3.2 |
| Borough of Poole C | 25 | 4.0 | 19 | 5.8 |
| Purbeck DC | 2 | 6.9 | 4 | 4.6 |
| West Dorset DC | 7 | 3.9 | 4 | 2.3 |
| Weymouth & Portland BC | 6 | 4.4 | 7 | 3.2 |
| Durham | | | | |
| Durham CC | 28 | 3.9 | 17 | 4.3 |
| Chester-le-Street DC | 2 | 2.6 | 4 | 3.4 |
| Darlington BC | 12 | 3.3 | 14 | 3.7 |
| Derwentside DC | 15 | 4.9 | 16 | 3.9 |
| Durham City C | 8 | 2.3 | 8 | 2.8 |
| Easington DC | 16 | 3.3 | 15 | 3.3 |
| Sedgefield DC | 14 | 3.2 | 11 | 4.4 |
| Teesdale DC | 2 | 4.4 | 6 | 3.9 |
| Wear Valley DC | 7 | 3.2 | 19 | 5.5 |
| East Sussex | | | | |
| East Sussex CC | 26 | 3.9 | 10 | 3.4 |
| Brighton & Hove City C | 36 | 5.8 | 45 | 3.8 |
| Eastbourne BC | 6 | 5.3 | 4 | 2.8 |
| Hastings BC | 7 | 4.9 | 8 | 6.2 |
| Lewes DC | 3 | 4.9 | 10 | 3.1 |
| Rother DC | 4 | 4.8 | 12 | 3.0 |
| Wealden DC | 6 | 3.4 | 14 | 5.3 |
| East Yorkshire | | | | |
| East Riding of Yorkshire C | 61 | 4.9 | 54 | 4.3 |
| Kingston upon Hull City C | 50 | 3.8 | 32 | 3.8 |
| Essex | | | | |
| Essex CC | 21 | 5.3 | 34 | 5.6 |
| Basildon DC | 16 | 3.6 | 17 | 3.1 |

| Authority | 2001/02 | | 2004/05 | |
|---------------------------|--------------------------|--|--------------------------|--|
| | Number of enquiries made | Average time to respond to enquiries (weeks) | Number of enquiries made | Average time to respond to enquiries (weeks) |
| Braintree DC | 7 | 5.0 | 10 | 3.1 |
| Brentwood BC | 3 | 2.8 | 4 | 3.4 |
| Castle Point BC | 4 | 4.3 | 11 | 2.9 |
| Chelmsford BC | 11 | 6.5 | 9 | 4.6 |
| Colchester BC | 12 | 6.0 | 12 | 4.9 |
| Epping Forest DC | 10 | 4.4 | 6 ¹ | 1.6 ¹ |
| Harlow DC | 11 | 6.4 | 11 | 2.9 |
| Maldon DC | 2 | 1.8 | 4 | 2.9 |
| Rochford DC | 5 | 4.3 | 9 | 2.6 |
| Southend-on-Sea BC | 14 | 4.3 | 15 | 4.6 |
| Tendring DC | 8 | 3.2 | 7 | 4.3 |
| Thurrock BC | 13 | 5.1 | 20 | 3.7 |
| Uttlesford DC | - | - | 7 | 4.2 |
| Gloucestershire | | | | |
| Gloucestershire CC | 14 | 7.4 | 12 | 4.9 |
| Cheltenham BC | 8 | 4.9 | 12 | 3.5 |
| Cotswold DC | 6 | 3.3 | 1 | 4.0 |
| Forest of Dean DC | 14 | 5.5 | 10 | 6.4 |
| Gloucester City C | 11 | 7.8 | 14 | 6.4 |
| South Gloucestershire C | 30 | 7.8 | 31 | 6.1 |
| Stroud DC | 7 | 3.8 | 5 | 2.9 |
| Tewkesbury BC | 14 | 4.0 | 4 | 3.9 |
| Greater Manchester | | | | |
| Bolton MBC | 20 | 3.9 | 32 | 3.8 |
| Bury MBC | 17 | 6.5 | 15 | 4.7 |
| Manchester City C | 70 | 3.9 | 91 | 4.2 |
| Oldham MBC | 22 | 4.4 | 27 | 2.6 |
| Rochdale MBC | 19 | 3.7 | 18 | 3.6 |
| Salford City C | 45 | 4.8 | 38 | 3.6 |
| Stockport MBC | 20 | 4.4 | 38 | 4.6 |
| Tameside MBC | 16 | 3.9 | 21 | 3.5 |
| Trafford MBC | 26 | 3.8 | 27 | 4.0 |
| Wigan MBC | 37 | 3.0 | 33 | 3.5 |
| Hampshire | | | | |
| Hampshire CC | 19 | 2.4 | 13 | 5.6 |
| Basingstoke & Deane BC | 3 | 3.9 | 8 | 4.1 |
| East Hampshire DC | 5 | 3.6 | 3 | 3.7 |
| Eastleigh BC | 4 | 4.8 | 4 | 2.9 |
| Fareham BC | 3 | 6.9 | 5 | 2.5 |
| Gosport BC | 1 | 7.3 | 5 | 4.5 |
| Hart DC | 6 | 3.8 | 6 | 5.1 |
| Havant BC | 6 | 3.6 | 3 | 5.6 |
| New Forest DC | 9 | 4.8 | 17 | 3.9 |
| Portsmouth City C | 11 | 4.3 | 14 | 5.2 |
| Rushmoor BC | 2 | 5.3 | 1 | 3.3 |
| Southampton City C | 12 | 4.5 | 16 | 4.6 |
| Test Valley BC | 5 | 4.8 | 3 | 3.3 |
| Winchester City C | 8 | 5.2 | 4 | 6.9 |
| Herefordshire | | | | |
| Herefordshire C | 21 | 5.6 | 15 | 6.9 |
| Hertfordshire | | | | |
| Hertfordshire CC | 37 | 4.3 | 16 | 3.7 |
| Broxbourne BC | 6 | 2.6 | 7 | 2.7 |
| Dacorum BC | 10 | 4.0 | 9 | 3.3 |
| East Hertfordshire DC | 10 | 4.2 | 12 | 3.6 |
| Hertsmere BC | - | - | 2 | 2.0 |
| North Hertfordshire DC | 2 | 3.4 | 8 | 3.3 |
| St Albans City C | 5 | 3.4 | 6 | 3.5 |

1 2004/05 figures amended from printed version of this report which reads "Number of enquiries made – 8" and "Average time to response – 6.8".

| Authority | 2001/02 | | 2004/05 | |
|-------------------------------------|--------------------------|--|--------------------------|--|
| | Number of enquiries made | Average time to respond to enquiries (weeks) | Number of enquiries made | Average time to respond to enquiries (weeks) |
| Stevenage BC | 3 | 4.2 | 10 | 4.8 |
| Three Rivers DC | 5 | 7.6 | 6 | 3.2 |
| Watford BC | 6 | 2.4 | 7 | 3.2 |
| Welwyn Hatfield DC | 5 | 6.1 | 10 | 3.6 |
| Isle of Wight | | | | |
| Isle of Wight C | 18 | 7.3 | 23 | 2.7 |
| Kent | | | | |
| Kent CC | 31 | 4.0 | 51 | 3.2 |
| Ashford BC | 6 | 5.0 | 10 | 3.8 |
| Canterbury City C | 25 | 4.3 | 6 | 4.5 |
| Dartford BC | 6 | 3.3 | 4 | 2.8 |
| Dover DC | 5 | 3.9 | 5 | 5.3 |
| Gravesham BC | 11 | 6.9 | 8 | 3.6 |
| Maidstone BC | 6 | 3.6 | 11 | 3.1 |
| Medway C | 17 | 6.0 | 37 | 4.3 |
| Sevenoaks DC | 10 | 3.5 | 10 | 3.0 |
| Shepway DC | 10 | 4.3 | 28 | 1.9 |
| Swale BC | 13 | 5.3 | 9 | 3.3 |
| Thanet DC | 9 | 2.5 | 13 | 5.3 |
| Tonbridge & Malling BC | 4 | 2.4 | 3 | 2.6 |
| Tunbridge Wells RB | 5 | 10.4 | 6 | 3.3 |
| Lancashire | | | | |
| Lancashire CC | 21 | 4.4 | 18 | 3.6 |
| Blackburn with Darwen BC | 12 | 3.5 | 15 | 4.0 |
| Blackpool BC | 17 | 5.1 | 30 | 4.7 |
| Burnley BC | 3 | 3.5 | 6 | 3.0 |
| Chorley BC | 3 | 3.4 | 8 | 3.3 |
| Fylde BC | 7 | 3.1 | 7 | 4.1 |
| Hyndburn BC | 5 | 4.1 | 14 | 3.2 |
| Lancaster City C | 20 | 6.0 | 11 | 5.0 |
| Pendle BC | 10 | 3.3 | 7 | 3.4 |
| Preston City C | 5 | 3.9 | 17 | 3.4 |
| Ribble Valley BC | 2 | 3.7 | 4 | 3.1 |
| Rossendale BC | 5 | 4.8 | 19 | 6.0 |
| South Ribble BC | 4 | 2.5 | 2 | 3.1 |
| West Lancashire DC | 9 | 3.5 | 7 | 3.1 |
| Wyre BC | 10 | 3.3 | 10 | 4.8 |
| Leicestershire & Rutland | | | | |
| Leicestershire CC | 9 | 4.8 | 12 | 3.5 |
| Blaby DC | 5 | 5.6 | 6 | 3.8 |
| Charnwood BC | 16 | 3.3 | 15 | 6.2 |
| Harborough DC | 9 | 3.6 | 7 | 3.5 |
| Hinckley & Bosworth BC | 8 | 5.4 | 5 | 2.9 |
| Leicester City C | 42 | 3.9 | 65 | 5.2 |
| Melton BC | 9 | 4.1 | 4 | 6.5 |
| North West Leicestershire DC | 13 | 3.9 | 6 | 3.3 |
| Oadby & Wigston BC | 2 | 5.0 | 5 | 3.8 |
| Rutland CC | 5 | 5.3 | 12 | 7.6 |
| Lincolnshire | | | | |
| Lincolnshire CC | 12 | 4.0 | 13 | 3.7 |
| Boston BC | 3 | 3.5 | 5 | 3.1 |
| East Lindsey DC | 8 | 3.8 | 13 | 3.5 |
| Lincoln City C | 4 | 3.5 | 6 | 4.5 |
| North East Lincolnshire C | 13 | 3.3 | 18 | 7.1 |
| North Kesteven DC | 2 | 2.9 | 2 | 6.2 |
| North Lincolnshire C | 16 | 3.9 | 19 | 4.3 |
| South Holland DC | 2 | 4.6 | 1 | 3.3 |
| South Kesteven DC | 4 | 1.9 | 6 | 3.1 |
| West Lindsey DC | 2 | 4.3 | 1 | 2.0 |

| Authority | 2001/02 | | 2004/05 | |
|-------------------------------|--------------------------|--|--------------------------|--|
| | Number of enquiries made | Average time to respond to enquiries (weeks) | Number of enquiries made | Average time to respond to enquiries (weeks) |
| Merseyside | | | | |
| Knowsley MBC | 19 | 3.6 | 16 | 3.9 |
| Liverpool City C | 84 | 3.1 | 148 | 2.7 |
| St Helens MBC | 14 | 3.7 | 13 | 3.9 |
| Sefton MBC | 19 | 3.8 | 35 | 3.3 |
| Wirral MBC | 24 | 5.1 | 33 | 5.9 |
| Norfolk | | | | |
| Norfolk CC | 17 | 4.3 | 20 | 3.0 |
| Breckland DC | 18 | 3.7 | 25 | 2.9 |
| Broadland DC | 6 | 3.9 | 8 | 4.8 |
| Great Yarmouth BC | 5 | 4.7 | 11 | 6.0 |
| King's Lynn & West Norfolk BC | 5 | 6.9 | 20 | 3.1 |
| North Norfolk DC | 16 | 3.4 | 12 | 5.4 |
| Norwich City C | 5 | 5.1 | 12 | 5.6 |
| South Norfolk DC | 6 | 3.0 | 8 | 2.5 |
| Northamptonshire | | | | |
| Northamptonshire CC | 16 | 7.8 | 26 | 4.2 |
| Corby BC | 11 | 8.4 | 9 | 4.8 |
| Daventry DC | 5 | 4.4 | 8 | 3.0 |
| East Northamptonshire DC | 19 | 7.4 | 21 | 5.0 |
| Kettering BC | 9 | 4.6 | 16 | 6.0 |
| Northampton BC | 30 | 3.8 | 30 | 3.5 |
| South Northamptonshire DC | 10 | 5.2 | 17 | 5.3 |
| Wellingborough BC | 8 | 4.1 | 14 | 3.8 |
| Northumberland | | | | |
| Northumberland CC | 5 | 3.0 | 2 | 2.9 |
| Alnwick DC | 5 | 3.4 | 3 | 2.7 |
| Berwick-upon-Tweed BC | 8 | 4.6 | 1 | 6.9 |
| Blyth Valley BC | 5 | 4.0 | 6 | 3.4 |
| Castle Morpeth BC | 4 | 4.3 | 8 | 3.3 |
| Tynedale DC | 2 | 4.1 | 5 | 2.3 |
| Wansbeck DC | 2 | 5.5 | 6 | 6.3 |
| North Yorkshire | | | | |
| North Yorkshire CC | 21 | 4.0 | 25 | 3.2 |
| Craven DC | 2 | 1.5 | 5 | 4.2 |
| Hambleton DC | 5 | 2.5 | 8 | 2.4 |
| Harrogate BC | 13 | 5.6 | 10 | 3.6 |
| Richmondshire DC | 10 | 3.4 | 8 | 4.7 |
| Ryedale DC | 4 | 2.4 | 3 | 11.4 |
| Scarborough BC | 15 | 3.6 | 11 | 3.9 |
| Selby DC | 10 | 4.1 | 19 | 3.6 |
| City of York C | 17 | 3.8 | 38 | 4.9 |
| Nottinghamshire | | | | |
| Nottinghamshire CC | 12 | 4.2 | 9 | 3.3 |
| Ashfield DC | 8 | 4.3 | 5 | 1.7 |
| Bassetlaw DC | 4 | 3.9 | 12 | 5.1 |
| Broxtowe BC | 3 | 3.9 | 9 | 5.4 |
| Gedling BC | 5 | 3.4 | 8 | 3.4 |
| Mansfield DC | 7 | 3.3 | 3 | 4.0 |
| Newark & Sherwood DC | 9 | 4.8 | 6 | 2.6 |
| Nottingham City C | 52 | 4.0 | 47 | 3.9 |
| Rushcliffe BC | 1 | 3.1 | 5 | 2.7 |
| Oxfordshire | | | | |
| Oxfordshire CC | 9 | 4.8 | 11 | 3.6 |
| Cherwell DC | 9 | 3.3 | 11 | 2.4 |
| Oxford City C | 20 | 5.1 | 10 | 6.8 |
| South Oxfordshire DC | 10 | 4.0 | 9 | 4.5 |

| Authority | 2001/02 | | 2004/05 | |
|-------------------------------|--------------------------|--|--------------------------|--|
| | Number of enquiries made | Average time to respond to enquiries (weeks) | Number of enquiries made | Average time to respond to enquiries (weeks) |
| Vale of White Horse DC | 8 | 4.4 | 6 | 2.7 |
| West Oxfordshire DC | 3 | 5.9 | 8 | 5.3 |
| Shropshire | | | | |
| Shropshire CC | 5 | 4.5 | 9 | 4.6 |
| Bridgnorth DC | 4 | 5.1 | 5 | 2.6 |
| North Shropshire DC | 9 | 5.5 | 12 | 3.7 |
| Oswestry BC | 4 | 4.6 | 7 | 3.8 |
| Shrewsbury & Atcham BC | 13 | 3.4 | 10 | 3.1 |
| South Shropshire DC | 6 | 5.8 | 5 | 5.5 |
| Borough of Telford & Wrekin C | 19 | 4.8 | 15 | 5.5 |
| Somerset | | | | |
| Somerset CC | 15 | 4.0 | 15 | 4.6 |
| Bath & North East Somerset C | 15 | 4.4 | 16 | 4.3 |
| Mendip DC | 12 | 5.3 | 7 | 4.7 |
| North Somerset C | 29 | 6.2 | 40 | 5.4 |
| Sedgemoor DC | 10 | 5.4 | 7 | 4.5 |
| South Somerset DC | 10 | 3.0 | 12 | 2.8 |
| Taunton Deane BC | 4 | 7.4 | 16 | 5.8 |
| West Somerset DC | 6 | 3.8 | 3 | 3.6 |
| South Yorkshire | | | | |
| Barnsley MBC | 68 | 5.1 | 50 | 5.7 |
| Doncaster MBC | 36 | 4.9 | 30 | 3.3 |
| Rotherham MBC | 17 | 3.8 | 26 | 4.1 |
| Sheffield City C | 210 | 7.5 | 92 | 4.5 |
| Staffordshire | | | | |
| Staffordshire CC | 25 | 3.9 | 16 | 4.9 |
| Cannock Chase DC | 8 | 5.3 | 8 | 4.8 |
| East Staffordshire DC | 4 | 4.1 | 4 | 2.6 |
| Lichfield DC | 2 | 6.2 | 4 | 4.1 |
| Newcastle-under-Lyme BC | 8 | 3.3 | 11 | 11.5 |
| South Staffordshire DC | 5 | 2.5 | 9 | 3.3 |
| Stafford BC | 12 | 4.1 | 17 | 3.9 |
| Staffordshire Moorlands DC | 9 | 2.4 | 10 | 3.3 |
| Stoke-on-Trent City C | 15 | 3.9 | 32 | 5.7 |
| Tamworth BC | 3 | 3.5 | 8 | 4.6 |
| Suffolk | | | | |
| Suffolk CC | 17 | 9.2 | 11 | 4.8 |
| Babergh DC | 2 | 2.6 | 7 | 4.0 |
| Forest Heath DC | 6 | 3.7 | 3 | 3.5 |
| Ipswich BC | 6 | 5.4 | 2 | 3.6 |
| Mid Suffolk DC | 7 | 7.0 | 11 | 6.6 |
| St Edmundsbury BC | 4 | 3.2 | 2 | 4.7 |
| Suffolk Coastal DC | 11 | 3.0 | 3 | 4.3 |
| Waveney DC | 20 | 6.6 | 11 | 3.9 |
| Surrey | | | | |
| Surrey CC | 16 | 4.1 | 29 | 3.9 |
| Elmbridge BC | 13 | 4.1 | 4 | 3.9 |
| Epsom & Ewell BC | 2 | 2.3 | 2 | 3.4 |
| Guildford BC | 13 | 4.2 | 9 | 3.3 |
| Mole Valley DC | 4 | 2.4 | 3 | 2.1 |
| Reigate & Banstead BC | 7 | 6.9 | 4 | 4.6 |
| Runnymede BC | 1 | 3.1 | 3 | 1.8 |
| Spelthorne BC | 7 | 3.2 | 1 | 5.7 |
| Surrey Heath BC | 16 | 4.1 | 1 | 3.1 |
| Tandridge DC | 3 | 3.5 | 6 | 6.8 |
| Waverley BC | 15 | 6.7 | 10 | 7.3 |
| Woking BC | 5 | 3.5 | 9 | 1.9 |

| Authority | 2001/02 | | 2004/05 | |
|----------------------------|--------------------------|--|--------------------------|--|
| | Number of enquiries made | Average time to respond to enquiries (weeks) | Number of enquiries made | Average time to respond to enquiries (weeks) |
| Tyne & Wear | | | | |
| Gateshead MBC | 24 | 3.6 | 26 | 3.2 |
| Newcastle upon Tyne City C | 46 | 4.5 | 36 | 2.6 |
| North Tyneside MBC | 24 | 3.4 | 27 | 3.0 |
| South Tyneside MBC | 35 | 4.4 | 27 | 3.2 |
| Sunderland City C | 25 | 4.2 | 4 | 3.4 |
| Warwickshire | | | | |
| Warwickshire CC | 10 | 4.2 | 31 | 3.7 |
| North Warwickshire BC | 3 | 2.7 | 4 | 5.0 |
| Nuneaton & Bedworth BC | 8 | 3.8 | 15 | 3.5 |
| Rugby BC | 10 | 4.5 | 10 | 5.5 |
| Stratford-on-Avon DC | 13 | 9.7 | 7 | 4.5 |
| Warwick DC | 15 | 2.7 | 15 | 3.8 |
| West Midlands | | | | |
| Birmingham City C | 319 | 5.7 | 200 | 4.8 |
| Coventry City C | 31 | 5.0 | 22 | 6.1 |
| Dudley MBC | 32 | 4.8 | 43 | 4.7 |
| Sandwell MBC | 46 | 4.6 | 46 | 4.5 |
| Solihull MBC | 19 | 4.1 | 21 | 4.6 |
| Walsall MBC | 26 | 4.8 | 29 | 3.6 |
| Wolverhampton City C | 31 | 3.5 | 28 | 2.9 |
| West Sussex | | | | |
| West Sussex CC | 8 | 2.9 | 23 | 3.7 |
| Adur DC | 3 | 3.4 | 4 | 4.1 |
| Arun DC | 3 | 4.0 | 15 | 3.1 |
| Chichester DC | 6 | 4.0 | 7 | 10.7 |
| Crawley BC | 11 | 7.6 | 7 | 3.5 |
| Horsham DC | 10 | 11.2 | 23 | 3.1 |
| Mid Sussex DC | 7 | 3.8 | 7 | 3.5 |
| Worthing BC | 2 | 3.5 | 4 | 2.3 |
| West Yorkshire | | | | |
| Bradford City C | 56 | 5.1 | 40 | 4.3 |
| Calderdale MBC | 12 | 4.2 | 30 | 4.3 |
| Kirklees MC | 55 | 4.6 | 51 | 3.2 |
| Leeds City C | 88 | 4.1 | 171 | 4.1 |
| Wakefield City C | 37 | 3.8 | 75 | 3.8 |
| Wiltshire | | | | |
| Wiltshire CC | 9 | 3.8 | 5 | 3.4 |
| Kennet DC | 1 | 2.7 | 8 | 5.9 |
| North Wiltshire DC | 4 | 3.6 | 12 | 4.8 |
| Salisbury DC | 15 | 3.2 | 16 | 4.8 |
| Swindon BC | 22 | 4.2 | 32 | 4.2 |
| West Wiltshire DC | 6 | 3.9 | 7 | 9.6 |
| Worcestershire | | | | |
| Worcestershire CC | 30 | 6.1 | 21 | 3.8 |
| Bromsgrove DC | 12 | 4.3 | 6 | 2.8 |
| Malvern Hills DC | 9 | 4.9 | 4 | 4.3 |
| Redditch BC | 4 | 4.4 | 5 | 5.2 |
| Worcester City C | 3 | 2.9 | 10 | 3.5 |
| Wychavon DC | 6 | 3.2 | 10 | 3.7 |
| Wyre Forest DC | 5 | 3.0 | 2 | 1.9 |

Appendix 3

List of investigation reports issued in the year ended 31 March 2005

The following list shows the investigations completed where reports were issued in the year ended 31 March 2005. The dates are those on which the report was issued.

The letter included in each report reference indicates which Ombudsman issued the report, as follows:

- A Tony Redmond
- B Jerry White
- C Patricia Thomas

The letters denoting the findings mean:

- MI maladministration causing injustice
- M maladministration, no injustice
- NM no maladministration

Copies of individual reports can be obtained from the Commission at 10th Floor, Millbank Tower, Millbank, London SW1P 4QP. Tel 020 7217 4683.

An asterisk * following a report reference number indicates that the report is confidential and not for publication.

| Authority | Date | Subject | Finding | Authority | Date | Subject | Finding |
|------------------------------------|--------------|-----------------------------|---------|---|-------------|--|---------|
| Greater London | | | | Governors of Coopers' Company & Coborn School, Upminster | | | |
| Bromley LB | | | | 04/A/2306, 2372, 3053, 3355 & 6902 | 1 March | Education admissions | MI |
| 03/B/18884 | 9 December | Social services for adults | MI | Governors of Dulwich Church of England Infant School | | | |
| Ealing LB | | | | 03/B/13961 | 6 July | Education admissions | MI |
| 03/A/9173 | 27 April | Housing benefit | MI | Governors of Grey Coat Hospital, Westminster | | | |
| 03/A/17640 | 7 October | Environmental health | MI | 03/A/4304 | 4 May | Education admissions | MI |
| 04/A/6102 | 1 December | Highways | MI | Governors of Islamia Primary School, Brondesbury Park | | | |
| 03/A/17708 | 16 March | Council housing repairs | MI | 03/A/11014, 11388 & 16838 | 8 December | Education admissions | MI |
| Hackney LB | | | | Bedfordshire | | | |
| 03/A/9613 | 7 October | Local taxation | MI | Bedfordshire CC | | | |
| Hammersmith & Fulham LB | | | | 03/B/12830 | 12 July | Special educational needs | MI |
| 03/A/2856 | 17 May | Housing: neighbour nuisance | MI | Bristol | | | |
| Harrow LB | | | | Bristol City C | | | |
| 02/B/3622 | 22 June | Social services for adults | MI | 03/B/8775 & 8671 | 14 October | Highways | MI |
| Havering LB | | | | Cambridgeshire | | | |
| 02/A/16466 & 04/A/9840* | 10 February | Housing: neighbour nuisance | MI | Cambridge City C | | | |
| Islington LB | | | | 02/B/13214-5 | 29 April | Housing: neighbour nuisance | MI |
| 02/A/3003 & 3117-8 | 1 December | Housing: neighbour nuisance | MI | Cambridgeshire CC | | | |
| Lambeth LB | | | | 02/B/10226 | 6 July | Social services for adults | MI |
| 02/B/13191 | 22 April | Council housing repairs | MI | Fenland DC | | | |
| 03/B/1179 | 18 May | Council housing repairs | MI | 03/B/7825 | 8 July | Planning consideration/neighbour amenity | MI |
| 02/B/3301, 6179, 7069 & 10274 | 30 June | Social services for adults | MI | Cheshire | | | |
| 04/B/1233 | 22 November | Housing benefit | MI | Chester City C | | | |
| Southwark LB | | | | 04/C/5309 | 30 March | Environmental health | MI |
| 03/B/9684 | 21 September | Education admissions | MI | Vale Royal BC | | | |
| Sutton LB | | | | 03/C/9398 | 25 August | Planning consideration/neighbour amenity | MI |
| 03/B/3004 | 27 April | Planning enforcement | MI | Warrington BC | | | |
| 03/B/6452 | 9 December | Homelessness | MI | 03/C/9391 | 30 November | Environmental health | MI |
| Tower Hamlets LB | | | | Cleveland | | | |
| 03/C/5618 & 7187-8 | 20 October | Housing: neighbour nuisance | MI | Hartlepool BC | | | |
| Waltham Forest LB | | | | 03/C/4038 | 30 June | Planning consideration/neighbour amenity | MI |
| 04/A/10401 | 22 March | Council tax benefit | MI | Redcar & Cleveland BC | | | |
| Westminster City C | | | | 03/C/7485 | 24 August | Social services for children | MI |
| 04/A/861 | 4 January | Housing benefit | MI | | | | |
| 04/A/2496 | 4 January | Housing benefit | MI | | | | |

| Authority | Date | Subject | Finding |
|-----------------------------------|--------------|--|---------|
| Stockton-on-Tees BC | | | |
| 03/C/11904 | 2 June | Housing transfers | MI |
| 03/C/16371 | 18 January | Social services for adults | MI |
| 04/C/9382 | 19 January | Education admissions | MI |
| Cornwall | | | |
| Carrick DC | | | |
| 03/B/13718 | 21 September | Planning, other | MI |
| Kerrier DC | | | |
| 03/B/728 | 21 June | Planning enforcement | MI |
| Cumbria | | | |
| Allerdale BC | | | |
| 03/C/7422 | 12 January | Housing benefit | MI |
| Derbyshire | | | |
| Derbyshire CC | | | |
| 02/C/14235, 15396-7 & 15503 | 24 June | Social services for adults | MI |
| North East Derbyshire DC | | | |
| 03/C/8278 | 25 August | Building control | NM |
| Devon | | | |
| Devon CC | | | |
| 03/B/4199 | 25 October | Education exclusions | MI |
| Plymouth City C | | | |
| 02/B/14170 | 27 May | Highways | MI |
| 03/B/3543 | 26 October | Council housing repairs | MI |
| Teignbridge DC | | | |
| 02/B/15772 | 29 April | Housing: homelessness | MI |
| West Devon BC | | | |
| 03/B/11694 | 28 February | Planning consideration/neighbour amenity | MI |
| Durham | | | |
| Derwentside DC | | | |
| 02/C/10019 | 18 August | Planning consideration/neighbour amenity | MI |
| Easington DC | | | |
| 03/C/5712 | 28 July | Planning enforcement | MI |
| East Yorkshire | | | |
| East Riding of Yorkshire C | | | |
| 03/C/10098 | 18 August | Planning consideration/neighbour amenity | NM |
| 03/C/2869 | 30 November | Planning enforcement | MI |
| 03/C/17507 | 30 March | Planning enforcement | MI |
| Gloucestershire | | | |
| Stroud DC | | | |
| 04/B/808 | 23 February | Planning consideration/neighbour amenity | MI |
| Greater Manchester | | | |
| Bolton MBC | | | |
| 03/C/15589 | 25 August | Housing regeneration/improvement | MI |
| 02/C/17068 | 30 November | Social services for adults | MI |
| Manchester City C | | | |
| 02/C/13820 | 25 August | Social services for children | MI |
| 03/C/6522, 6524-5, 6533 & 6535 | 31 January | Planning enforcement | MI |
| 04/C/1010 | 31 March | Housing sales/leaseholds | M |
| 04/C/4804 | 31 March | Social services for adults | MI |
| Rochdale MBC | | | |
| 03/C/18598 | 30 March | Social services for children | MI |
| Trafford MBC | | | |
| 03/C/9403 | 30 June | Council housing management, other | MI |
| Wigan MBC | | | |
| 03/C/3689 | 21 February | Social services for children | MI |
| Hampshire | | | |
| Test Valley BC | | | |
| 03/B/12366, 13002 & 13413 | 30 June | Planning consideration/neighbour amenity | MI |

| Authority | Date | Subject | Finding |
|---|--------------|---|---------|
| Kent | | | |
| Canterbury City C | | | |
| 03/A/7607 | 29 November | Housing: neighbour nuisance | MI |
| Dartford BC | | | |
| 03/A/325 | 5 April | Planning consideration/neighbour amenity | MI |
| Thanet DC | | | |
| 03/A/16980 & 17959 | 28 June | Planning consideration/neighbour amenity | MI |
| Lancashire | | | |
| Blackburn with Darwen BC | | | |
| 04/C/758-761 | 1 February | Planning consideration/neighbour amenity | MI |
| Blackpool BC | | | |
| 02/C/16166 & 16168 | 24 May | Housing, other | MI |
| 04/C/373 | 18 January | Housing: homelessness | MI |
| Lancashire CC | | | |
| 02/C/16008 | 15 July | Special educational needs | M |
| Wyre BC | | | |
| 03/C/4453 & 5444 | 18 May | Planning enforcement | MI |
| Leicestershire | | | |
| Hinckley & Bosworth BC | | | |
| 03/B/13298 | 6 July | Environmental health | MI |
| Leicester City C | | | |
| 03/B/13808 | 20 September | Housing benefit | MI |
| 03/B/15807-9 | 18 November | Planning consideration/neighbour amenity | MI |
| Lincolnshire | | | |
| East Lindsey DC | | | |
| 03/C/10128 | 13 October | Housing register/allocations | MI |
| Lincolnshire CC | | | |
| 03/C/9384 | 28 June | Social services for adults | MI |
| 03/C/13475-6 | 25 November | Planning consideration/neighbour amenity | MI |
| Central Technology College, Grantham | | | |
| 04/C/2094 | 16 November | Education admissions | MI |
| Skegness Grammar School | | | |
| 04/C/2090 | 1 December | Education admissions | MI |
| Merseyside | | | |
| Wirral MBC | | | |
| 03/C/120 | 27 May | Social services for children | MI |
| National bodies | | | |
| Environment Agency | | | |
| 02/C/15789 | 18 August | Drainage | MI |
| 03/A/10284 | 26 October | Drainage | MI |
| Norfolk | | | |
| Broadland DC | | | |
| 03/B/4965 | 20 May | Planning consideration/neighbour amenity | MI |
| Norfolk CC | | | |
| 03/B/3494 | 7 February | Special educational needs | MI |
| Northamptonshire | | | |
| Corby BC | | | |
| 02/B/10920 | 24 June | Council housing management, other | MI |
| East Northamptonshire DC | | | |
| 02/B/16418 | 20 May | Planning: conservation areas/listed buildings | MI |
| Northamptonshire CC | | | |
| 03/B/2371 | 27 January | Special educational needs | MI |
| North Yorkshire | | | |
| Scarborough BC | | | |
| 02/C/13683 | 26 August | Highways | MI |
| 03/C/18017 & 04/C/1914 | 9 February | Planning consideration/neighbour amenity | MI |
| City of York C | | | |
| 03/B/12008 | 20 May | Planning consideration/neighbour amenity | MI |

| Authority | Date | Subject | Finding |
|---|--------------|---|---------|
| Nottinghamshire | | | |
| Nottingham City C | | | |
| 03/C/7860 | 7 June | Council housing repairs | MI |
| Nottinghamshire CC | | | |
| 03/C/1657 | 28 June | Special educational needs | MI |
| Oxfordshire | | | |
| Oxford City C | | | |
| 02/B/13266 | 22 April | Planning consideration/neighbour amenity | MI |
| Shropshire | | | |
| Shrewsbury & Atcham BC | | | |
| 02/B/11478 | 22 June | Planning consideration/neighbour amenity | M |
| Somerset | | | |
| North Somerset C | | | |
| 03/B/9151 | 20 September | Housing: neighbour nuisance | MI |
| Sedgemoor DC | | | |
| 02/B/17867 | 27 May | Planning consideration/neighbour amenity | MI |
| 03/B/6794 | 26 October | Planning enforcement | MI |
| Somerset CC | | | |
| 04/B/2727 | 27 May | Highways | MI |
| South Somerset DC | | | |
| 03/B/3663 | 22 June | Planning: conservation areas/listed buildings | MI |
| South Yorkshire | | | |
| Sheffield City C | | | |
| 02/C/8690 | 9 August | Social services for adults | MI |
| Staffordshire | | | |
| Newcastle-under-Lyme BC | | | |
| 03/B/8322 | 16 September | Commercial | MI |
| Staffordshire CC | | | |
| 03/B/14841 | 1 September | Social services for children | MI |
| Suffolk | | | |
| Suffolk CC | | | |
| 03/A/6040 | 23 June | Education grants | MI |
| 03/A/9667 | 29 November | Special educational needs | MI |
| Suffolk Coastal DC | | | |
| 03/A/7447, 7472, 7510, 8863, 9493 & 12108 | 15 November | Planning consideration/neighbour amenity | MI |
| Surrey | | | |
| Spelthorne BC | | | |
| 02/A/15513 <i>et al</i> | 26 October | Planning consideration/neighbour amenity | MI |
| Tyne & Wear | | | |
| North Tyneside MBC | | | |
| 03/C/4610 | 2 November | Social services for adults | MI |

| Authority | Date | Subject | Finding |
|------------------------------|--------------|--|---------|
| Warwickshire | | | |
| North Warwickshire BC | | | |
| 03/B/17104 | 22 February | Publicity for planning applications | MI |
| West Midlands | | | |
| Birmingham City C | | | |
| 03/C/12368 <i>et al</i> | 25 August | Planning consideration/neighbour amenity | M |
| Sandwell MBC | | | |
| 03/B/8725 | 25 May | Special educational needs | MI |
| 03/B/12862 | 29 September | Local taxation | MI |
| Solihull MBC | | | |
| 03/B/7704 | 29 April | Planning consideration/neighbour amenity | MI |
| West Sussex | | | |
| Arun DC | | | |
| 03/A/368 | 25 October | Planning consideration/neighbour amenity | MI |
| Chichester DC | | | |
| 01/B/17650 | 13 September | Land | MI |
| Horsham DC | | | |
| 03/A/11148 | 4 January | Planning consideration/neighbour amenity | MI |
| West Yorkshire | | | |
| Kirklees MC | | | |
| 03/C/7808 | 26 May | Land | MI |
| 03/C/7726 | 25 November | Planning consideration/neighbour amenity | MI |
| Leeds City C | | | |
| 03/C/12234 | 1 July | Housing sales/leaseholds | MI |
| 02/C/14792 | 25 August | Land | MI |
| 03/C/7976 | 20 October | Planning consideration/neighbour amenity | MI |
| Wakefield City C | | | |
| 02/C/14023 | 26 May | Housing grants | MI |
| Wiltshire | | | |
| North Wiltshire DC | | | |
| 03/B/8030, 9407-8 & 16298 | 24 January | Planning enforcement | MI |
| Worcestershire | | | |
| Bromsgrove DC | | | |
| 02/B/14696 | 16 June | Death | MI |
| Malvern Hills DC | | | |
| 02/B/13727 | 16 September | Building control | MI |
| Wychavon DC | | | |
| 04/B/87, 1739 & 2076 | 8 November | Publicity for planning applications | MI |



Appendix 4

Complaint statistics by authority for the year ended 31 March 2005

The following list shows the number of complaints determined against each authority in the year ended 31 March 2005. The previous year's figures are shown in maroon.

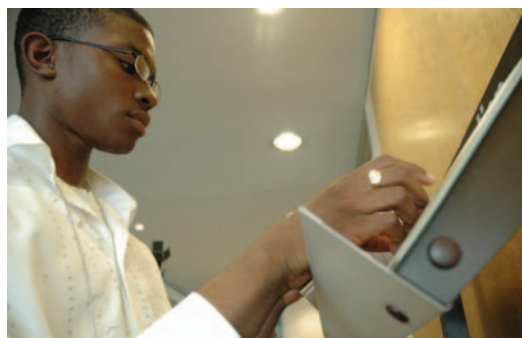
Complaints received but not yet determined are not included in these figures.

Authorities, even though they are within jurisdiction, are not listed here if the Local Government Ombudsmen have not determined any complaints against them in the last two years. The figures for foundation and voluntary aided schools have been aggregated. (Full details are available on our website.)

The figures are broken down according to the Ombudsmen's findings.

An asterisk * indicates a figure which includes more than one complaint subject to the same report.

These figures do not include complaints which are 'premature', that is complaints which the authority has not had an opportunity to deal with itself first. This is to avoid any possibility of counting the same complaint twice. (In practice, if a 'premature' complaint is considered by the authority and the complainant is still not happy, he or she can complain to the Ombudsman again, and that complaint will be considered as a 'new' complaint and counted separately.)



| Authority | Total complaints determined (excluding premature complaints) | | Maladministration and injustice reports | | Local Settlements | | Maladministration reports | | No maladministration reports | | No maladministration without report | | Ombudsman's discretion | | Outside jurisdiction | | |
|--------------------------|--|---------|---|---------|-------------------|---------|---------------------------|---------|------------------------------|---------|-------------------------------------|---------|------------------------|---------|----------------------|---------|---|
| | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | |
| | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | |
| Local authorities | | | | | | | | | | | | | | | | | |
| Greater London | | | | | | | | | | | | | | | | | |
| Greater London Authority | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| LB Barking & Dagenham | 58 | 87 | 0 | 0 | 10 | 28 | 0 | 0 | 0 | 0 | 19 | 32 | 22 | 13 | 7 | 14 | 0 |
| LB Barnet | 106 | 107 | 0 | 0 | 12 | 17 | 0 | 0 | 0 | 0 | 39 | 42 | 26 | 20 | 29 | 28 | 0 |
| LB Bexley | 23 | 30 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 8 | 11 | 3 | 2 | 5 | 10 | 0 |
| LB Brent | 110 | 95 | 0 | 0 | 13 | 10 | 0 | 0 | 0 | 0 | 37 | 29 | 35 | 29 | 25 | 27 | 0 |
| LB Bromley | 101 | 113 | 1 | 1 | 16 | 47 | 0 | 0 | 0 | 0 | 22 | 27 | 52 | 12 | 10 | 26 | 0 |
| LB Camden | 133 | 111 | 0 | 0 | 27 | 36 | 0 | 0 | 0 | 0 | 38 | 21 | 37 | 27 | 31 | 27 | 0 |
| City of London | 12 | 11 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 2 | 4 | 2 | 6 | 5 | 0 |
| LB Croydon | 102 | 84 | 0 | 0 | 14 | 20 | 0 | 0 | 0 | 0 | 50 | 21 | 23 | 24 | 15 | 19 | 0 |
| LB Ealing | 202 | 323 | 4 | 1 | 77 | 115 | 0 | 0 | 0 | 0 | 49 | 124 | 42 | 55 | 30 | 28 | 0 |
| LB Enfield | 86 | 62 | 0 | 0 | 12 | 11 | 0 | 0 | 0 | 0 | 43 | 23 | 14 | 14 | 17 | 14 | 0 |
| LB Greenwich | 67 | 76 | 0 | 0 | 17 | 13 | 0 | 0 | 0 | 0 | 26 | 31 | 9 | 17 | 15 | 15 | 0 |
| LB Hackney | 334 | 298 | 1 | 2 | 143 | 134 | 0 | 0 | 0 | 0 | 73 | 55 | 61 | 51 | 56 | 56 | 0 |
| LB Hammersmith & Fulham | 75 | 94 | 1 | 0 | 15 | 18 | 0 | 0 | 0 | 0 | 25 | 37 | 17 | 18 | 17 | 21 | 0 |
| LB Haringey | 124 | 137 | 0 | 1 | 38 | 39 | 0 | 0 | 0 | 0 | 31 | 26 | 33 | 45 | 22 | 26 | 0 |
| LB Harrow | 43 | 33 | 1 | 0 | 13 | 4 | 0 | 0 | 0 | 0 | 18 | 16 | 5 | 6 | 6 | 7 | 0 |
| LB Havering | 57 | 50 | 2* | 0 | 10 | 15 | 0 | 0 | 0 | 0 | 25 | 14 | 11 | 6 | 9 | 15 | 0 |
| LB Hillingdon | 40 | 43 | 0 | 0 | 3 | 6 | 0 | 0 | 0 | 0 | 14 | 17 | 12 | 9 | 11 | 11 | 0 |
| LB Hounslow | 106 | 128 | 0 | 0 | 37 | 40 | 0 | 0 | 0 | 0 | 34 | 36 | 19 | 33 | 16 | 19 | 0 |
| LB Islington | 207 | 241 | 3* | 0 | 49 | 111 | 0 | 0 | 0 | 0 | 66 | 54 | 29 | 29 | 60 | 47 | 0 |
| RB Kensington & Chelsea | 36 | 58 | 0 | 0 | 5 | 6 | 0 | 0 | 0 | 0 | 17 | 22 | 4 | 13 | 10 | 17 | 0 |
| RB Kingston upon Thames | 35 | 28 | 0 | 0 | 7 | 4 | 0 | 0 | 0 | 0 | 14 | 11 | 1 | 7 | 13 | 6 | 0 |
| LB Lambeth | 421 | 385 | 7* | 1 | 184 | 192 | 0 | 0 | 0 | 0 | 83 | 84 | 80 | 52 | 67 | 56 | 0 |
| LB Lewisham | 164 | 173 | 0 | 8* | 42 | 47 | 0 | 0 | 0 | 0 | 66 | 78 | 37 | 14 | 19 | 26 | 0 |
| LB Merton | 56 | 87 | 0 | 0 | 17 | 25 | 0 | 0 | 0 | 0 | 17 | 34 | 12 | 20 | 10 | 8 | 0 |
| LB Newham | 100 | 143 | 0 | 0 | 20 | 37 | 0 | 0 | 0 | 0 | 30 | 43 | 27 | 38 | 23 | 25 | 0 |
| LB Redbridge | 50 | 57 | 0 | 0 | 5 | 15 | 0 | 0 | 0 | 0 | 26 | 24 | 8 | 8 | 11 | 10 | 0 |
| LB Richmond upon Thames | 39 | 39 | 0 | 0 | 5 | 8 | 0 | 0 | 0 | 0 | 14 | 20 | 10 | 8 | 10 | 3 | 0 |
| LB Southwark | 192 | 233 | 1 | 3 | 51 | 90 | 0 | 0 | 0 | 0 | 48 | 62 | 41 | 36 | 51 | 42 | 0 |
| LB Sutton | 45 | 52 | 2 | 0 | 5 | 9 | 0 | 0 | 0 | 0 | 13 | 26 | 15 | 7 | 10 | 10 | 0 |
| LB Tower Hamlets | 109 | 200 | 3* | 5* | 21 | 57 | 0 | 0 | 0 | 2* | 44 | 79 | 24 | 32 | 17 | 25 | 0 |
| LB Waltham Forest | 143 | 118 | 1 | 1 | 48 | 38 | 0 | 0 | 0 | 0 | 26 | 26 | 33 | 23 | 35 | 30 | 0 |
| LB Wandsworth | 86 | 92 | 0 | 0 | 20 | 38 | 0 | 0 | 0 | 0 | 30 | 32 | 16 | 17 | 20 | 5 | 0 |
| Westminster City C | 260 | 155 | 2 | 0 | 115 | 38 | 0 | 0 | 0 | 0 | 43 | 23 | 50 | 41 | 50 | 53 | 0 |

| Authority | Total complaints determined (excluding premature complaints) | | Maladministration and injustice reports | | Local Settlements | | Maladministration reports | | No maladministration reports | | No maladministration without report | | Ombudsman's discretion | | Outside jurisdiction | | |
|----------------------------|--|---------|---|---------|-------------------|---------|---------------------------|---------|------------------------------|---------|-------------------------------------|---------|------------------------|---------|----------------------|---------|--|
| | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | |
| | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | |
| Bedfordshire | | | | | | | | | | | | | | | | | |
| Bedfordshire CC | 41 | 21 | 1 | 1 | 13 | 2 | 0 | 0 | 0 | 0 | 8 | 9 | 14 | 5 | 5 | 4 | |
| Bedford BC | 17 | 10 | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 5 | 3 | 4 | 4 | 4 | 2 | |
| Luton BC | 32 | 30 | 0 | 2* | 5 | 4 | 0 | 0 | 0 | 0 | 16 | 14 | 6 | 4 | 5 | 6 | |
| Mid Bedfordshire DC | 12 | 39 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 5 | 11 | 3 | 24 | 3 | 2 | |
| South Bedfordshire DC | 5 | 9 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 | 4 | 1 | 2 | 1 | 0 | |
| Berkshire | | | | | | | | | | | | | | | | | |
| Bracknell Forest C | 22 | 12 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 5 | 7 | 7 | 3 | 5 | 2 | |
| Reading BC | 32 | 25 | 0 | 0 | 7 | 11 | 0 | 0 | 0 | 0 | 14 | 6 | 8 | 5 | 3 | 3 | |
| Slough BC | 42 | 18 | 0 | 0 | 7 | 6 | 0 | 0 | 0 | 0 | 12 | 4 | 15 | 5 | 8 | 3 | |
| West Berkshire C | 24 | 19 | 0 | 0 | 4 | 2 | 0 | 0 | 0 | 0 | 10 | 4 | 7 | 7 | 3 | 6 | |
| RB Windsor & Maidenhead | 27 | 24 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 11 | 12 | 9 | 6 | 5 | 4 | |
| Wokingham C | 20 | 27 | 0 | 0 | 2 | 3 | 0 | 0 | 0 | 0 | 12 | 10 | 4 | 9 | 2 | 5 | |
| Bristol | | | | | | | | | | | | | | | | | |
| Bristol City C | 107 | 77 | 2* | 0 | 20 | 21 | 0 | 0 | 0 | 0 | 68 | 42 | 8 | 9 | 9 | 5 | |
| Buckinghamshire | | | | | | | | | | | | | | | | | |
| Buckinghamshire CC | 59 | 75 | 0 | 1 | 14 | 8 | 0 | 0 | 0 | 0 | 30 | 43 | 7 | 8 | 8 | 15 | |
| Aylesbury Vale DC | 21 | 18 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 9 | 8 | 4 | 2 | 5 | 7 | |
| Chiltern DC | 17 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 3 | 4 | 3 | 1 | 3 | |
| Milton Keynes C | 44 | 39 | 0 | 0 | 7 | 6 | 0 | 0 | 0 | 0 | 11 | 18 | 15 | 8 | 11 | 7 | |
| South Bucks DC | 6 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 5 | 2 | 3 | 1 | 1 | |
| Wycombe DC | 17 | 26 | 0 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 10 | 11 | 2 | 5 | 3 | 6 | |
| Cambridgeshire | | | | | | | | | | | | | | | | | |
| Cambridgeshire CC | 29 | 23 | 1 | 1 | 2 | 6 | 0 | 0 | 0 | 0 | 19 | 8 | 6 | 6 | 1 | 2 | |
| Cambridge City C | 18 | 18 | 2* | 0 | 5 | 1 | 0 | 0 | 0 | 0 | 4 | 11 | 5 | 4 | 2 | 2 | |
| East Cambridgeshire DC | 23 | 9 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 18 | 4 | 4 | 3 | 0 | 1 | |
| Fenland DC | 19 | 8 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 11 | 4 | 2 | 1 | 3 | 3 | |
| Huntingdonshire DC | 14 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 3 | 1 | 1 | 3 | 1 | |
| Peterborough City C | 36 | 26 | 0 | 0 | 4 | 5 | 0 | 0 | 0 | 0 | 17 | 13 | 9 | 4 | 6 | 4 | |
| South Cambridgeshire DC | 30 | 24 | 0 | 0 | 2 | 5 | 0 | 0 | 0 | 0 | 23 | 10 | 2 | 4 | 3 | 5 | |
| Cheshire | | | | | | | | | | | | | | | | | |
| Cheshire CC | 44 | 51 | 0 | 0 | 4 | 3 | 0 | 0 | 0 | 0 | 13 | 27 | 16 | 11 | 11 | 10 | |
| Chester City C | 24 | 14 | 1 | 0 | 5 | 2 | 0 | 0 | 0 | 0 | 6 | 7 | 8 | 4 | 4 | 1 | |
| Congleton BC | 11 | 12 | 0 | 1 | 1 | 3 | 0 | 0 | 0 | 0 | 7 | 4 | 3 | 4 | 0 | 0 | |
| Crewe & Nantwich BC | 15 | 14 | 0 | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 6 | 3 | 5 | 5 | 3 | 1 | |
| Ellesmere Port & Neston BC | 7 | 8 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 2 | 2 | 1 | 1 | 4 | |
| Halton BC | 25 | 38 | 0 | 0 | 9 | 5 | 0 | 0 | 0 | 0 | 13 | 26 | 2 | 4 | 1 | 3 | |
| Macclesfield BC | 26 | 28 | 0 | 3 | 3 | 4 | 0 | 0 | 0 | 0 | 14 | 16 | 7 | 2 | 2 | 3 | |

| Authority | Total complaints determined (excluding premature complaints) | | Maladministration and injustice reports | | Local Settlements | | Maladministration reports | | No maladministration reports | | No maladministration without report | | Ombudsman's discretion | | Outside jurisdiction | |
|---|--|---------|---|---------|-------------------|---------|---------------------------|---------|------------------------------|---------|-------------------------------------|---------|------------------------|---------|----------------------|---------|
| | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 |
| Vale Royal BC | 17 | 13 | 1 | 0 | 2 | 3 | 0 | 0 | 0 | 0 | 10 | 7 | 2 | 1 | 2 | 2 |
| Warrington BC | 43 | 36 | 1 | 6* | 3 | 6 | 0 | 0 | 0 | 0 | 26 | 11 | 11 | 11 | 2 | 2 |
| Cleveland | | | | | | | | | | | | | | | | |
| Hartlepool BC | 15 | 24 | 1 | 2* | 1 | 6 | 0 | 0 | 0 | 0 | 5 | 3 | 5 | 9 | 3 | 4 |
| Middlesbrough BC | 28 | 39 | 0 | 0 | 9 | 6 | 0 | 0 | 0 | 0 | 6 | 10 | 11 | 11 | 2 | 12 |
| Redcar & Cleveland BC | 28 | 41 | 1 | 0 | 5 | 9 | 0 | 0 | 0 | 0 | 10 | 14 | 10 | 13 | 2 | 5 |
| Stockton-on-Tees BC | 50 | 45 | 3 | 1 | 11 | 15 | 0 | 0 | 0 | 0 | 19 | 4 | 13 | 19 | 4 | 6 |
| Cornwall & the Isles of Scilly | | | | | | | | | | | | | | | | |
| Cornwall CC | 35 | 65 | 0 | 0 | 8 | 10 | 0 | 0 | 0 | 0 | 16 | 39 | 8 | 10 | 3 | 6 |
| Caradon DC | 27 | 21 | 0 | 0 | 5 | 3 | 0 | 0 | 0 | 0 | 13 | 10 | 7 | 4 | 2 | 4 |
| Carrick DC | 23 | 30 | 1 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 13 | 16 | 3 | 4 | 3 | 9 |
| Kerrier DC | 17 | 15 | 1 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 8 | 7 | 2 | 5 | 1 | 3 |
| North Cornwall DC | 30 | 28 | 0 | 0 | 10 | 1 | 0 | 0 | 0 | 0 | 11 | 18 | 4 | 1 | 5 | 8 |
| Penwith DC | 30 | 19 | 0 | 0 | 4 | 5 | 0 | 0 | 0 | 0 | 14 | 9 | 5 | 3 | 7 | 2 |
| Restormel BC | 17 | 27 | 0 | 2* | 2 | 6 | 0 | 0 | 0 | 0 | 11 | 12 | 3 | 7 | 1 | 0 |
| Council for the Isles of Scilly | 4 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 1 |
| Cumbria | | | | | | | | | | | | | | | | |
| Cumbria CC | 35 | 35 | 0 | 1 | 6 | 5 | 0 | 0 | 0 | 0 | 11 | 12 | 9 | 10 | 9 | 7 |
| Allerdale BC | 16 | 10 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 10 | 3 | 1 | 3 | 3 | 3 |
| Barrow-in-Furness BC | 12 | 10 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 3 | 3 | 1 | 1 |
| Carlisle City C | 10 | 12 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 3 | 7 | 3 | 3 | 2 | 2 |
| Copeland BC | 15 | 11 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 9 | 3 | 3 | 3 | 3 | 4 |
| Eden DC | 6 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 2 | 2 | 2 | 0 | 3 |
| South Lakeland DC | 19 | 15 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 8 | 9 | 3 | 2 | 4 | 3 |
| Derbyshire | | | | | | | | | | | | | | | | |
| Derbyshire CC | 34 | 38 | 4* | 0 | 2 | 7 | 0 | 0 | 0 | 0 | 14 | 13 | 10 | 12 | 4 | 6 |
| Amber Valley DC | 12 | 6 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 6 | 4 | 2 | 1 | 2 | 0 |
| Bolsover DC | 15 | 12 | 0 | 3* | 4 | 1 | 0 | 0 | 0 | 0 | 4 | 3 | 6 | 2 | 1 | 3 |
| Chesterfield BC | 18 | 16 | 0 | 0 | 6 | 4 | 0 | 0 | 0 | 0 | 4 | 5 | 4 | 3 | 4 | 4 |
| Derby City C | 37 | 48 | 0 | 1 | 7 | 7 | 0 | 0 | 0 | 0 | 17 | 16 | 7 | 12 | 6 | 12 |
| Derbyshire Dales DC | 8 | 6 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 3 | 3 | 1 | 2 | 3 | 0 |
| Erewash BC | 9 | 10 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 6 | 3 | 0 | 4 | 1 | 2 |
| High Peak BC | 14 | 7 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 8 | 3 | 3 | 2 | 2 | 0 |
| North East Derbyshire DC | 17 | 19 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 1 | 8 | 8 | 3 | 7 | 2 | 3 |
| South Derbyshire DC | 5 | 8 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 3 | 1 | 3 | 1 | 2 |
| Devon | | | | | | | | | | | | | | | | |
| Devon CC | 51 | 34 | 1 | 0 | 7 | 6 | 0 | 0 | 0 | 0 | 23 | 14 | 13 | 4 | 7 | 10 |
| East Devon DC | 32 | 45 | 0 | 12* | 3 | 4 | 0 | 0 | 0 | 0 | 10 | 17 | 14 | 6 | 5 | 6 |

| Authority | Total complaints determined (excluding premature complaints) | | Maladministration and injustice reports | | Local Settlements | | Maladministration reports | | No maladministration reports | | No maladministration without report | | Ombudsman's discretion | | Outside jurisdiction | |
|------------------------|--|---------|---|---------|-------------------|---------|---------------------------|---------|------------------------------|---------|-------------------------------------|---------|------------------------|---------|----------------------|---------|
| | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 |
| | | | | | | | | | | | | | | | | |
| Exeter City C | 17 | 26 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 8 | 21 | 3 | 4 | 4 | 0 |
| Mid Devon DC | 13 | 17 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 7 | 12 | 2 | 4 | 2 | 1 |
| North Devon DC | 29 | 32 | 0 | 0 | 3 | 5 | 0 | 0 | 0 | 0 | 19 | 18 | 4 | 4 | 3 | 5 |
| Plymouth City C | 82 | 85 | 2 | 0 | 26 | 17 | 0 | 0 | 0 | 0 | 32 | 26 | 12 | 17 | 10 | 25 |
| South Hams DC | 21 | 15 | 0 | 1 | 1 | 4 | 0 | 0 | 0 | 0 | 11 | 8 | 6 | 1 | 3 | 1 |
| Teignbridge DC | 27 | 30 | 1 | 3* | 6 | 5 | 0 | 0 | 0 | 0 | 13 | 19 | 6 | 3 | 1 | 0 |
| Torbay BC | 42 | 25 | 0 | 0 | 6 | 2 | 0 | 0 | 0 | 0 | 15 | 14 | 6 | 3 | 15 | 6 |
| Torrige DC | 25 | 27 | 0 | 5* | 5 | 6 | 0 | 0 | 0 | 0 | 4 | 11 | 14 | 4 | 2 | 1 |
| West Devon BC | 11 | 10 | 1 | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 8 | 3 | 0 | 1 | 1 | 1 |
| Dorset | | | | | | | | | | | | | | | | |
| Dorset CC | 21 | 25 | 0 | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 6 | 7 | 3 | 9 | 10 | 6 |
| Bournemouth BC | 39 | 29 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 13 | 16 | 8 | 6 | 16 | 5 |
| Christchurch BC | 11 | 9 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 6 | 4 | 2 | 0 | 3 | 4 |
| East Dorset DC | 15 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 4 | 4 | 0 | 6 | 3 |
| North Dorset DC | 14 | 18 | 0 | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 4 | 3 | 2 | 7 | 6 | 5 |
| Borough of Poole C | 25 | 24 | 0 | 0 | 5 | 2 | 0 | 0 | 0 | 0 | 10 | 13 | 6 | 3 | 4 | 6 |
| Purbeck DC | 5 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 8 | 0 | 2 | 1 | 2 |
| West Dorset DC | 18 | 15 | 0 | 3* | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 7 | 5 | 0 | 6 | 5 |
| Weymouth & Portland BC | 8 | 13 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 5 | 5 | 2 | 1 | 1 | 4 |
| Durham | | | | | | | | | | | | | | | | |
| Durham CC | 23 | 30 | 0 | 0 | 6 | 4 | 0 | 0 | 0 | 1 | 8 | 8 | 2 | 9 | 7 | 8 |
| Chester-le-Street DC | 12 | 10 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 5 | 2 | 4 | 3 | 2 | 4 |
| Darlington BC | 30 | 21 | 0 | 0 | 13 | 5 | 0 | 0 | 0 | 0 | 10 | 7 | 5 | 7 | 2 | 2 |
| Derwentside DC | 28 | 14 | 1 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 16 | 7 | 5 | 3 | 3 | 1 |
| Durham City C | 14 | 13 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 7 | 7 | 5 | 2 | 1 | 2 |
| Easington DC | 28 | 30 | 1 | 0 | 4 | 5 | 0 | 0 | 0 | 0 | 9 | 11 | 8 | 10 | 6 | 4 |
| Sedgefield DC | 28 | 11 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 12 | 5 | 11 | 3 | 3 | 1 |
| Teesdale DC | 8 | 18 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 3 | 9 | 2 | 4 | 2 | 3 |
| Wear Valley DC | 21 | 8 | 0 | 0 | 5 | 2 | 0 | 0 | 0 | 0 | 8 | 4 | 2 | 1 | 6 | 1 |
| East Sussex | | | | | | | | | | | | | | | | |
| East Sussex CC | 34 | 24 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 14 | 6 | 6 | 7 | 9 | 6 |
| Brighton & Hove City C | 79 | 58 | 0 | 0 | 18 | 11 | 0 | 0 | 0 | 0 | 24 | 25 | 24 | 12 | 13 | 10 |
| Eastbourne BC | 8 | 12 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 6 | 2 | 1 |
| Hastings BC | 19 | 12 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 5 | 4 | 7 | 5 | 5 | 2 |
| Lewes DC | 15 | 6 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 9 | 5 | 1 | 1 | 4 | 0 |
| Rother DC | 21 | 14 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 11 | 5 | 5 | 2 | 4 | 6 |
| Wealden DC | 15 | 14 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 10 | 9 | 1 | 1 | 1 | 4 |

| Authority | Total complaints determined (excluding premature complaints) | | | Maladministration and injustice reports | | | Local Settlements | | | Maladministration reports | | | No maladministration reports | | | No maladministration without report | | | Ombudsman's discretion | | | Outside jurisdiction | | |
|----------------------------|--|---------|---------|---|---------|---------|-------------------|---------|---------|---------------------------|---------|---------|------------------------------|---------|---------|-------------------------------------|---------|---------|------------------------|---------|---------|----------------------|---|--|
| | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | | |
| | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | | | |
| East Yorkshire | | | | | | | | | | | | | | | | | | | | | | | | |
| East Riding of Yorkshire C | 90 | 84 | 2 | 2* | 7 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Kingston upon Hull City C | 51 | 61 | 0 | 0 | 10 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| former Boothferry BC | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Essex | | | | | | | | | | | | | | | | | | | | | | | | |
| Essex CC | 60 | 58 | 0 | 0 | 9 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Basildon DC | 32 | 35 | 0 | 0 | 4 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Braintree DC | 19 | 25 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Brentwood BC | 12 | 10 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Castle Point BC | 14 | 15 | 0 | 0 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Chelmsford BC | 21 | 26 | 0 | 0 | 4 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Colchester BC | 33 | 38 | 0 | 0 | 3 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Epping Forest DC | 21 | 17 | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Harlow DC | 15 | 32 | 0 | 0 | 4 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Maldon DC | 12 | 8 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Rochford DC | 14 | 15 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Southend-on-Sea BC | 36 | 46 | 0 | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Tendring DC | 23 | 19 | 0 | 0 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Thurrock BC | 38 | 39 | 0 | 0 | 3 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Uttlesford DC | 8 | 11 | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Gloucestershire | | | | | | | | | | | | | | | | | | | | | | | | |
| Gloucestershire CC | 24 | 23 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Cheltenham BC | 17 | 17 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Cotswold DC | 2 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Forest of Dean DC | 14 | 14 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Gloucester City C | 20 | 18 | 0 | 0 | 6 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| South Gloucestershire C | 34 | 45 | 0 | 1 | 4 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Stroud DC | 6 | 7 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Tewkesbury BC | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Greater Manchester | | | | | | | | | | | | | | | | | | | | | | | | |
| Bolton MBC | 64 | 49 | 2 | 1 | 14 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Bury MBC | 27 | 50 | 0 | 2 | 5 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Manchester City C | 151 | 104 | 7* | 7* | 47 | 26 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Oldham MBC | 48 | 29 | 0 | 0 | 8 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Rochdale MBC | 28 | 29 | 1 | 0 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Salford City C | 38 | 71 | 0 | 7* | 9 | 25 | 0 | 1* | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Stockport MBC | 58 | 64 | 0 | 1 | 7 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Tameside MBC | 32 | 33 | 0 | 0 | 5 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

| Authority | Total complaints determined (excluding premature complaints) | | | Maladministration and injustice reports | | | Local Settlements | | | Maladministration reports | | | No maladministration reports | | | No maladministration without report | | | Ombudsman's discretion | | | Outside jurisdiction | | |
|------------------------|--|---------|---------|---|---------|---------|-------------------|---------|---------|---------------------------|---------|---------|------------------------------|---------|---------|-------------------------------------|---------|---------|------------------------|---------|---------|----------------------|---------|--|
| | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | |
| | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | |
| Trafford MBC | 49 | 59 | 1 | 0 | 0 | 16 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20 | 28 | 8 | 9 | 4 | 12 | | | |
| Wigan MBC | 55 | 55 | 1 | 0 | 8 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 26 | 25 | 10 | 14 | | | 10 | 5 | | |
| Hampshire | | | | | | | | | | | | | | | | | | | | | | | | |
| Hampshire CC | 34 | 38 | 0 | 1 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 20 | 5 | 6 | | | 9 | 7 | | |
| Basingstoke & Deane BC | 11 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 6 | 3 | | | 0 | 0 | | |
| East Hampshire DC | 12 | 6 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 3 | 4 | 0 | | | 5 | 2 | | |
| Eastleigh BC | 17 | 25 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 12 | 4 | 6 | 3 | | | 5 | | | |
| Fareham BC | 5 | 7 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 1 | 0 | 5 | 0 | | | 1 | | | |
| Gosport BC | 10 | 5 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 2 | 1 | 1 | 1 | | | 2 | | | |
| Hart DC | 12 | 14 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 4 | 2 | 4 | 3 | | | 2 | | | |
| Havant BC | 5 | 7 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 5 | 0 | 0 | 0 | | | 1 | | | |
| New Forest DC | 44 | 26 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 34 | 12 | 5 | 6 | 4 | | | 7 | | | |
| Portsmouth City C | 24 | 36 | 0 | 0 | 6 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 19 | 8 | 3 | 1 | | | 5 | | | |
| Rushmoor BC | 7 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 4 | | | 1 | | | |
| Southampton City C | 28 | 46 | 0 | 0 | 3 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 9 | 4 | 21 | 11 | | | 10 | | | |
| Test Valley BC | 12 | 9 | 3* | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 6 | 1 | 0 | 3 | | | 3 | | | |
| Winchester City C | 18 | 20 | 0 | 0 | 3 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 10 | 5 | 2 | 4 | | | 3 | | | |
| Herefordshire | | | | | | | | | | | | | | | | | | | | | | | | |
| Herefordshire C | 22 | 36 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 12 | 5 | 10 | 9 | | | 11 | | | |
| Hertfordshire | | | | | | | | | | | | | | | | | | | | | | | | |
| Hertfordshire CC | 51 | 66 | 0 | 1 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 31 | 8 | 16 | 15 | | | 13 | | | |
| Broxbourne BC | 20 | 14 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 12 | 4 | 0 | 2 | | | 1 | | | |
| Dacorum BC | 18 | 25 | 0 | 0 | 3 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 10 | 4 | 4 | 4 | | | 6 | | | |
| East Hertfordshire DC | 15 | 13 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 6 | 2 | 3 | 2 | | | 4 | | | |
| Hertsmere BC | 8 | 15 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 8 | 3 | 1 | 4 | | | 1 | | | |
| North Hertfordshire DC | 10 | 17 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 11 | 2 | 1 | 4 | | | 1 | | | |
| St Albans City C | 18 | 18 | 0 | 0 | 2 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 9 | 4 | 2 | 3 | | | 2 | | | |
| Stevenage BC | 18 | 14 | 0 | 0 | 5 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 6 | 4 | 2 | 1 | | | 4 | | | |
| Three Rivers DC | 16 | 14 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 5 | 2 | 4 | 7 | | | 2 | | | |
| Watford BC | 15 | 13 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 5 | 2 | 2 | 3 | | | 3 | | | |
| Welwyn Hatfield DC | 14 | 14 | 0 | 0 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 7 | 1 | 2 | 2 | | | 1 | | | |
| Isle of Wight | | | | | | | | | | | | | | | | | | | | | | | | |
| Isle of Wight C | 39 | 55 | 0 | 0 | 3 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 21 | 28 | 9 | 10 | 6 | | | 10 | | | |
| Kent | | | | | | | | | | | | | | | | | | | | | | | | |
| Kent CC | 100 | 66 | 0 | 0 | 28 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 22 | 37 | 16 | 18 | | | 18 | | | |
| Ashford BC | 21 | 13 | 0 | 1 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 4 | 3 | 4 | 2 | | | 3 | | | |
| Canterbury City C | 26 | 29 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 18 | 8 | 5 | 4 | | | 4 | | | |
| Dartford BC | 14 | 9 | 1 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 3 | 2 | 1 | 2 | | | 1 | | | |

| Authority | Total complaints determined (excluding premature complaints) | | | Maladministration and injustice reports | | | Local Settlements | | | Maladministration reports | | | No maladministration reports | | | No maladministration without report | | | Ombudsman's discretion | | | Outside jurisdiction | | | |
|-------------------------------------|--|---------|----|---|---------|----|-------------------|---------|---|---------------------------|---------|----|------------------------------|---------|----|-------------------------------------|---------|----|------------------------|---------|----|----------------------|---------|--|--|
| | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | |
| | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | 2004/05 | 2003/04 | | |
| Dover DC | 13 | 14 | 0 | 0 | 0 | 0 | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 3 | 3 | 1 | 2 | 2 | 2 | 5 | | |
| Gravesham BC | 12 | 12 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 7 | 7 | 2 | 3 | 3 | 1 | 0 | | | |
| Maidstone BC | 22 | 21 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 10 | 8 | 3 | 3 | 4 | 7 | | | | |
| Medway C | 50 | 62 | 0 | 0 | 0 | 6 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 14 | 18 | 14 | 19 | 14 | 19 | 16 | 13 | | | | |
| Sevenoaks DC | 16 | 21 | 0 | 0 | 0 | 2 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 9 | 4 | 5 | 1 | 2 | 2 | | | | | |
| Shepway DC | 27 | 20 | 0 | 0 | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 20 | 9 | 2 | 7 | 2 | 2 | | | | | | |
| Swale BC | 22 | 43 | 0 | 0 | 0 | 7 | 20 | 0 | 0 | 0 | 0 | 0 | 6 | 7 | 4 | 11 | 5 | 5 | | | | | | | |
| Thanet DC | 28 | 22 | 2* | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 16 | 8 | 5 | 5 | 4 | 7 | | | | | | | |
| Tonbridge & Malling BC | 7 | 12 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 6 | 2 | 4 | 0 | 2 | | | | | | | |
| Tunbridge Wells RB | 23 | 21 | 0 | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 7 | 9 | 5 | 10 | 7 | 1 | | | | | | | |
| Lancashire | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lancashire CC | 35 | 52 | 0 | 0 | 0 | 5 | 10 | 1 | 0 | 0 | 0 | 0 | 14 | 23 | 5 | 7 | 10 | 12 | | | | | | | |
| Blackburn with Darwen BC | 30 | 20 | 4* | 0 | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 9 | 6 | 5 | 5 | 9 | 7 | | | | | | | |
| Blackpool BC | 35 | 36 | 3* | 0 | 0 | 5 | 7 | 0 | 0 | 1 | 1 | 21 | 15 | 4 | 7 | 2 | 6 | | | | | | | | |
| Burnley BC | 11 | 15 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 9 | 6 | 1 | 5 | 1 | 1 | | | | | | | | |
| Chorley BC | 15 | 9 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 6 | 7 | 5 | 1 | 2 | 0 | | | | | | | | |
| Fylde BC | 10 | 11 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 8 | 6 | 0 | 2 | 0 | 1 | | | | | | | | |
| Hyndburn BC | 20 | 11 | 0 | 0 | 0 | 3 | 4 | 0 | 0 | 0 | 0 | 12 | 2 | 3 | 4 | 2 | 1 | | | | | | | | |
| Lancaster City C | 18 | 13 | 0 | 0 | 0 | 4 | 2 | 0 | 0 | 0 | 0 | 8 | 5 | 2 | 4 | 2 | | | | | | | | | |
| Pendle BC | 11 | 25 | 0 | 1 | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 6 | 16 | 2 | 2 | 0 | 4 | | | | | | | | |
| Preston City C | 24 | 23 | 0 | 0 | 0 | 3 | 6 | 0 | 0 | 0 | 0 | 12 | 6 | 7 | 5 | 2 | 6 | | | | | | | | |
| Ribble Valley BC | 6 | 12 | 0 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 3 | 4 | 1 | 3 | 1 | 2 | | | | | | | | |
| Rossendale BC | 23 | 21 | 0 | 0 | 0 | 10 | 3 | 0 | 0 | 0 | 0 | 4 | 12 | 4 | 4 | 5 | 2 | | | | | | | | |
| South Ribble BC | 6 | 7 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 3 | 4 | 2 | 1 | 0 | | | | | | | | | |
| West Lancashire DC | 9 | 22 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 7 | 3 | 8 | 4 | 5 | | | | | | | | |
| Wyre BC | 26 | 15 | 2* | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 16 | 8 | 4 | 2 | 3 | 2 | | | | | | | | |
| Leicestershire & Rutland | | | | | | | | | | | | | | | | | | | | | | | | | |
| Leicestershire CC | 24 | 37 | 0 | 0 | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 10 | 23 | 3 | 8 | 8 | 4 | | | | | | | | |
| Blaby DC | 14 | 4 | 0 | 0 | 0 | 5 | 1 | 0 | 0 | 0 | 0 | 3 | 2 | 2 | 1 | 4 | 0 | | | | | | | | |
| Charnwood BC | 28 | 37 | 0 | 0 | 0 | 3 | 6 | 0 | 0 | 0 | 0 | 13 | 22 | 11 | 7 | 1 | 2 | | | | | | | | |
| Harborough DC | 7 | 11 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 3 | 2 | 7 | 0 | 0 | | | | | | | | |
| Hinckley & Bosworth BC | 10 | 12 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 7 | 6 | 1 | 2 | 1 | 3 | | | | | | | | |
| Leicester City C | 102 | 101 | 4* | 2* | 33 | 27 | 0 | 0 | 0 | 0 | 0 | 45 | 51 | 9 | 10 | 11 | 11 | | | | | | | | |
| Melton BC | 7 | 12 | 0 | 0 | 0 | 3 | 5 | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 2 | 1 | 3 | | | | | | | | |
| North West Leicestershire DC | 16 | 27 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 10 | 21 | 2 | 3 | 3 | | | | | | | | | |
| Oadby & Wigston BC | 3 | 5 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 4 | 0 | 0 | | | | | | | | |
| Rutland CC | 18 | 8 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 7 | 4 | 7 | 3 | 2 | 1 | | | | | | | | |

| Authority | Total complaints determined (excluding premature complaints) | | | Maladministration and injustice reports | | | Local Settlements | | | Maladministration reports | | | No maladministration reports | | | No maladministration without report | | | Ombudsman's discretion | | | Outside jurisdiction | | |
|-------------------------------|--|---------|---------|---|---------|---------|-------------------|---------|---------|---------------------------|---------|---------|------------------------------|---------|---------|-------------------------------------|---------|---------|------------------------|---------|---------|----------------------|--|--|
| | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | | |
| | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | | |
| Lincolnshire | | | | | | | | | | | | | | | | | | | | | | | | |
| Lincolnshire CC | 33 | 39 | 3* | 4* | 6 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 13 | 5 | 10 | 7 | 8 | | | | | |
| Boston BC | 8 | 13 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 3* | 6 | 5 | 0 | 2 | 1 | 1 | | | | | | | | |
| East Lindsey DC | 39 | 38 | 1 | 0 | 3 | 8 | 0 | 0 | 0 | 0 | 14 | 14 | 10 | 10 | 11 | 6 | | | | | | | | |
| Lincoln City C | 18 | 15 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 7 | 4 | 5 | 9 | 5 | 0 | | | | | | | | |
| North East Lincolnshire C | 31 | 30 | 0 | 1 | 6 | 8 | 0 | 0 | 0 | 0 | 13 | 9 | 6 | 6 | 6 | | | | | | | | | |
| North Kesteven DC | 7 | 27 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 3 | 4 | 20 | 1 | 3 | | | | | | | | |
| North Lincolnshire C | 31 | 33 | 0 | 0 | 4 | 6 | 0 | 0 | 0 | 0 | 21 | 10 | 5 | 12 | 1 | 5 | | | | | | | | |
| South Holland DC | 4 | 12 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 4 | 1 | 3 | 1 | 5 | | | | | | | | |
| South Kesteven DC | 8 | 25 | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 3 | 7 | 3 | 9 | 1 | 5 | | | | | | | | |
| West Lindsey DC | 15 | 21 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 5 | 7 | 12 | 3 | 3 | | | | | | | | |
| Merseyside | | | | | | | | | | | | | | | | | | | | | | | | |
| Knowsley MBC | 31 | 27 | 0 | 0 | 12 | 7 | 0 | 0 | 0 | 0 | 8 | 3 | 5 | 7 | 6 | 10 | | | | | | | | |
| Liverpool City C | 216 | 302 | 0 | 3 | 114 | 184 | 0 | 0 | 0 | 0 | 44 | 44 | 35 | 46 | 23 | 25 | | | | | | | | |
| St Helens MBC | 22 | 38 | 0 | 3* | 4 | 5 | 0 | 0 | 0 | 0 | 8 | 13 | 7 | 7 | 3 | 10 | | | | | | | | |
| Sefton MBC | 47 | 47 | 0 | 0 | 12 | 11 | 0 | 0 | 0 | 0 | 23 | 16 | 7 | 14 | 5 | 6 | | | | | | | | |
| Wirral MBC | 59 | 64 | 1 | 0 | 9 | 11 | 0 | 0 | 0 | 0 | 22 | 25 | 18 | 16 | 9 | 12 | | | | | | | | |
| Norfolk | | | | | | | | | | | | | | | | | | | | | | | | |
| Norfolk CC | 41 | 28 | 1 | 0 | 8 | 5 | 0 | 0 | 0 | 0 | 15 | 16 | 9 | 4 | 8 | 3 | | | | | | | | |
| Breckland DC | 24 | 19 | 0 | 1 | 7 | 0 | 0 | 0 | 0 | 0 | 7 | 11 | 5 | 6 | 5 | 1 | | | | | | | | |
| Broadland DC | 15 | 15 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 5 | 12 | 6 | 0 | 2 | 2 | | | | | | | | |
| Great Yarmouth BC | 22 | 10 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 13 | 8 | 1 | 2 | 6 | 0 | | | | | | | | |
| King's Lynn & West Norfolk BC | 21 | 26 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 10 | 14 | 2 | 7 | 6 | 2 | | | | | | | | |
| North Norfolk DC | 32 | 16 | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 16 | 9 | 5 | 4 | 7 | 2 | | | | | | | | |
| Norwich City C | 26 | 16 | 0 | 0 | 5 | 3 | 0 | 0 | 0 | 0 | 14 | 10 | 2 | 1 | 5 | 2 | | | | | | | | |
| South Norfolk DC | 21 | 14 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 17 | 8 | 1 | 2 | 3 | 3 | | | | | | | | |
| Northamptonshire | | | | | | | | | | | | | | | | | | | | | | | | |
| Northamptonshire CC | 32 | 54 | 1 | 1 | 3 | 25 | 0 | 0 | 0 | 0 | 12 | 18 | 5 | 3 | 11 | 7 | | | | | | | | |
| Corby BC | 18 | 20 | 1 | 0 | 7 | 11 | 0 | 0 | 0 | 0 | 4 | 6 | 5 | 0 | 1 | 3 | | | | | | | | |
| Daventry DC | 21 | 19 | 0 | 1 | 1 | 3 | 0 | 0 | 0 | 0 | 18 | 13 | 2 | 0 | 0 | 2 | | | | | | | | |
| East Northamptonshire DC | 20 | 25 | 1 | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 14 | 13 | 2 | 6 | 2 | 1 | | | | | | | | |
| Kettering BC | 25 | 14 | 0 | 0 | 5 | 1 | 0 | 0 | 0 | 0 | 15 | 7 | 3 | 4 | 2 | 2 | | | | | | | | |
| Northampton BC | 31 | 38 | 0 | 0 | 6 | 8 | 0 | 0 | 0 | 0 | 12 | 17 | 2 | 6 | 11 | 7 | | | | | | | | |
| South Northamptonshire DC | 28 | 6 | 0 | 0 | 10 | 4 | 0 | 0 | 0 | 0 | 12 | 2 | 3 | 0 | 3 | 0 | | | | | | | | |
| Wellingborough BC | 14 | 21 | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 9 | 7 | 2 | 8 | 2 | 2 | | | | | | | | |
| Northumberland | | | | | | | | | | | | | | | | | | | | | | | | |
| Northumberland CC | 15 | 17 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 8 | 4 | 3 | 5 | 3 | 5 | | | | | | | | |
| Alnwick DC | 5 | 3 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 1 | 0 | 0 | | | | | | | | |

1 Report issued but the Ombudsman subsequently decided that the finding could not be sustained.

| Authority | Total complaints determined (excluding premature complaints) | | | Maladministration and injustice reports | | | Local Settlements | | | Maladministration reports | | | No maladministration reports | | | No maladministration without report | | | Ombudsman's discretion | | | Outside jurisdiction | | |
|----------------------------|--|---------|---------|---|---------|---------|-------------------|---------|---------|---------------------------|---------|---------|------------------------------|---------|---------|-------------------------------------|---------|---------|------------------------|---------|---------|----------------------|----|--|
| | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | | |
| | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | | |
| Berwick-upon-Tweed BC | 7 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 2 | 1 | 0 | 1 | 0 | 1 | 0 | |
| Blyth Valley BC | 14 | 15 | 0 | 0 | 0 | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 9 | 6 | 2 | 6 | 2 | 0 | 0 | |
| Castle Morpeth BC | 12 | 11 | 0 | 1 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 4 | 3 | 3 | 3 | 3 | 0 | 2 | |
| Tynedale DC | 10 | 4 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 2 | 2 | 2 | 2 | 2 | 1 | 0 | |
| Wansbeck DC | 8 | 11 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 3 | 6 | 3 | 6 | 1 | 1 | |
| North Yorkshire | | | | | | | | | | | | | | | | | | | | | | | | |
| North Yorkshire CC | 43 | 52 | 0 | 0 | 6 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 19 | 23 | 12 | 15 | 12 | 15 | 6 | 9 | |
| Craven DC | 6 | 10 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 6 | 1 | 3 | 1 | 3 | 1 | 0 | |
| Hambleton DC | 13 | 13 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 7 | 5 | 7 | 5 | 1 | 1 | |
| Harrogate BC | 19 | 27 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 6* | 6* | 12 | 10 | 6 | 6 | 6 | 6 | 6 | 1 | 2 | |
| Richmondshire DC | 13 | 13 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 6 | 4 | 4 | 4 | 4 | 1 | 1 | |
| Ryedale DC | 12 | 9 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 2 | 1 | 3 | 2 | 1 | 2 | 3 | |
| Scarborough BC | 41 | 25 | 0 | 3* | 8 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 8 | 18 | 8 | 18 | 8 | 5 | 6 | |
| Selby DC | 19 | 21 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 10 | 5 | 5 | 5 | 5 | 2 | 2 | |
| City of York C | 53 | 45 | 1 | 1 | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 24 | 14 | 10 | 14 | 10 | 14 | 10 | 10 | |
| Nottinghamshire | | | | | | | | | | | | | | | | | | | | | | | | |
| Nottinghamshire CC | 33 | 32 | 1 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 12 | 6 | 10 | 6 | 10 | 13 | 5 | |
| Ashfield DC | 10 | 9 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 2 | 3 | 4 | 3 | 4 | 1 | 3 | |
| Bassetlaw DC | 15 | 17 | 0 | 0 | 4 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 4 | 3 | 5 | 3 | 5 | 6 | 3 | |
| Broxtowe BC | 15 | 13 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 7 | 2 | 2 | 2 | 2 | 1 | 2 | |
| Gedling BC | 14 | 14 | 0 | 0 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 5 | 2 | 3 | 2 | 3 | 2 | 3 | |
| Mansfield DC | 9 | 10 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 6 | 2 | 1 | 2 | 1 | 3 | 2 | |
| Newark & Sherwood DC | 20 | 12 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 5 | 5 | 4 | 5 | 4 | 5 | 3 | |
| Nottingham City C | 76 | 97 | 1 | 0 | 24 | 27 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 27 | 38 | 11 | 20 | 11 | 20 | 13 | 12 | |
| Rushcliffe BC | 19 | 11 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 7 | 5 | 3 | 3 | 3 | 0 | 0 | |
| Oxfordshire | | | | | | | | | | | | | | | | | | | | | | | | |
| Oxfordshire CC | 38 | 18 | 0 | 0 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 25 | 11 | 6 | 1 | 6 | 1 | 3 | 4 | |
| Cherwell DC | 21 | 14 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 11 | 3 | 1 | 3 | 1 | 3 | 0 | |
| Oxford City C | 23 | 32 | 1 | 2 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 21 | 2 | 4 | 2 | 4 | 7 | 1 | |
| South Oxfordshire DC | 20 | 14 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 6 | 6 | 5 | 6 | 5 | 4 | 3 | |
| Vale of the White Horse DC | 7 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 10 | 1 | 4 | 1 | 4 | 2 | 2 | |
| West Oxfordshire DC | 14 | 11 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 5 | 3 | 3 | 3 | 3 | 0 | 3 | |
| Shropshire | | | | | | | | | | | | | | | | | | | | | | | | |
| Shropshire CC | 15 | 8 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 5 | 5 | 0 | 5 | 0 | 3 | 3 | |
| Bridgnorth DC | 7 | 9 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 7 | 2 | 1 | 2 | 1 | 2 | 1 | |
| North Shropshire DC | 16 | 19 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 12 | 3 | 2 | 3 | 2 | 1 | 2 | |
| Oswestry BC | 5 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 5 | 0 | 1 | 4 | 0 | 1 | 0 | |
| Shrewsbury & Atcham BC | 16 | 9 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 6 | 4 | 0 | 4 | 0 | 6 | 1 | |

| Authority | Total complaints determined (excluding premature complaints) | | Maladministration and injustice reports | | Local Settlements | | Maladministration reports | | No maladministration reports | | No maladministration without report | | Ombudsman's discretion | | Outside jurisdiction | |
|-------------------------------|--|---------|---|---------|-------------------|---------|---------------------------|---------|------------------------------|---------|-------------------------------------|---------|------------------------|---------|----------------------|---------|
| | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 |
| South Shropshire DC | 8 | 9 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 7 | 2 | 1 | 2 | 1 |
| Borough of Telford & Wrekin C | 24 | 19 | 0 | 1 | 4 | 3 | 0 | 0 | 0 | 0 | 9 | 9 | 4 | 2 | 7 | 4 |
| Somerset | | | | | | | | | | | | | | | | |
| Somerset CC | 41 | 26 | 1 | 0 | 7 | 3 | 0 | 0 | 0 | 0 | 11 | 13 | 10 | 5 | 12 | 5 |
| Bath & North East Somerset C | 32 | 30 | 0 | 0 | 2 | 6 | 0 | 0 | 0 | 0 | 13 | 12 | 10 | 5 | 7 | 7 |
| Mendip DC | 18 | 27 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 4 | 15 | 10 | 7 | 2 | 4 |
| North Somerset C | 59 | 67 | 1 | 3* | 10 | 13 | 0 | 0 | 0 | 0 | 20 | 31 | 21 | 11 | 7 | 9 |
| Sedgemoor DC | 19 | 22 | 2 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 8 | 11 | 4 | 5 | 2 | 3 |
| South Somerset DC | 28 | 15 | 1 | 0 | 7 | 2 | 0 | 0 | 0 | 0 | 11 | 4 | 6 | 6 | 3 | 3 |
| Taunton Deane BC | 18 | 15 | 0 | 0 | 2 | 7 | 0 | 0 | 0 | 0 | 5 | 4 | 9 | 4 | 2 | 0 |
| West Somerset DC | 8 | 7 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 4 | 2 | 2 | 1 | 0 |
| South Yorkshire | | | | | | | | | | | | | | | | |
| Barnsley MBC | 80 | 74 | 0 | 0 | 17 | 15 | 0 | 0 | 0 | 0 | 45 | 35 | 11 | 12 | 7 | 12 |
| Doncaster MBC | 58 | 66 | 0 | 1 | 17 | 11 | 0 | 0 | 0 | 0 | 25 | 29 | 8 | 18 | 8 | 7 |
| Rotherham MBC | 50 | 53 | 0 | 0 | 15 | 12 | 0 | 0 | 0 | 0 | 17 | 19 | 11 | 15 | 7 | 7 |
| Sheffield City C | 122 | 129 | 1 | 2* | 27 | 34 | 0 | 0 | 0 | 0 | 55 | 53 | 23 | 20 | 16 | 20 |
| Staffordshire | | | | | | | | | | | | | | | | |
| Staffordshire CC | 44 | 22 | 1 | 0 | 6 | 2 | 0 | 0 | 0 | 0 | 18 | 13 | 10 | 4 | 9 | 3 |
| Cannock Chase DC | 8 | 10 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 7 | 2 | 0 | 4 | 0 | 1 |
| East Staffordshire DC | 15 | 11 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 6 | 5 | 4 | 2 | 3 | 3 |
| Lichfield DC | 10 | 8 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 6 | 4 | 2 | 1 | 1 | 2 |
| Newcastle-under-Lyme BC | 22 | 16 | 1 | 0 | 4 | 3 | 0 | 0 | 0 | 0 | 9 | 8 | 7 | 5 | 1 | 0 |
| South Staffordshire DC | 10 | 13 | 0 | 0 | 3 | 5 | 0 | 0 | 0 | 0 | 5 | 5 | 2 | 1 | 0 | 2 |
| Stafford BC | 28 | 21 | 0 | 0 | 2 | 5 | 0 | 0 | 0 | 0 | 23 | 12 | 3 | 2 | 0 | 2 |
| Staffordshire Moorlands DC | 21 | 18 | 0 | 0 | 3 | 4 | 0 | 0 | 0 | 0 | 11 | 5 | 5 | 6 | 2 | 3 |
| Stoke-on-Trent City C | 59 | 77 | 0 | 16* | 14 | 14 | 0 | 0 | 0 | 4* | 24 | 29 | 12 | 12 | 9 | 2 |
| Tamworth BC | 20 | 7 | 0 | 0 | 4 | 2 | 0 | 0 | 0 | 0 | 11 | 4 | 2 | 1 | 3 | 0 |
| Suffolk | | | | | | | | | | | | | | | | |
| Suffolk CC | 19 | 34 | 2 | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 7 | 14 | 6 | 8 | 3 | 7 |
| Babergh DC | 8 | 14 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 4 | 5 | 3 | 3 | 1 | 4 |
| Forest Heath DC | 8 | 4 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 3 | 2 | 1 | 0 |
| Ipswich BC | 8 | 13 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 4 | 6 | 1 | 3 | 2 | 2 |
| Mid Suffolk DC | 25 | 12 | 0 | 0 | 7 | 1 | 0 | 0 | 0 | 0 | 9 | 2 | 5 | 7 | 4 | 2 |
| St Edmundsbury BC | 7 | 10 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 3 | 3 | 2 | 1 | 2 | 5 |
| Suffolk Coastal DC | 15 | 9 | 6* | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 3 | 1 | 2 | 6 | 2 |
| Waveney DC | 20 | 17 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 9 | 3 | 6 | 6 | 5 | 7 |

| Authority | Total complaints determined (excluding premature complaints) | | | Maladministration and injustice reports | | | Local Settlements | | | Maladministration reports | | | No maladministration reports | | | No maladministration without report | | | Ombudsman's discretion | | | Outside jurisdiction | | |
|----------------------------|--|---------|---------|---|---------|---------|-------------------|---------|---------|---------------------------|---------|---------|------------------------------|---------|---------|-------------------------------------|---------|---------|------------------------|---------|---------|----------------------|--|--|
| | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | | |
| | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | | |
| Surrey | | | | | | | | | | | | | | | | | | | | | | | | |
| Surrey CC | 49 | 47 | 0 | 0 | 0 | 2 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 13 | 17 | 14 | 13 | 15 | | | |
| Elmbridge BC | 6 | 13 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 9 | 2 | 1 | 0 | 2 | | | |
| Epsom & Ewell BC | 6 | 9 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 4 | 1 | 2 | 0 | 2 | | | |
| Guildford BC | 11 | 22 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 8 | 1 | 10 | 3 | 2 | | | | |
| Mole Valley DC | 9 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 2 | 2 | 3 | 1 | 4 | | | | |
| Reigate & Banstead BC | 16 | 13 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 5 | 5 | 3 | 5 | 5 | | | | |
| Runnymede BC | 10 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 6 | 2 | 1 | 4 | 2 | | | | |
| Spelthorne BC | 4 | 8 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 3 | 0 | 1 | 0 | 4 | | | | |
| Surrey Heath BC | 9 | 22 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 12 | 3 | 4 | 1 | 6 | | | | | |
| Tandridge DC | 7 | 18 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 9 | 2 | 1 | 3 | 5 | | | | | |
| Waverley BC | 49 | 18 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 37 | 12 | 4 | 0 | 3 | 1 | | | | | |
| Woking BC | 13 | 40 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 32 | 0 | 3 | 2 | 3 | | | | | |
| Tyne & Wear | | | | | | | | | | | | | | | | | | | | | | | | |
| Gateshead MBC | 53 | 43 | 0 | 0 | 0 | 8 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 27 | 16 | 12 | 15 | 6 | 8 | | | | | |
| Newcastle upon Tyne City C | 69 | 76 | 0 | 0 | 14 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 33 | 35 | 10 | 18 | 12 | 8 | | | | | | |
| North Tyneside MBC | 45 | 33 | 1 | 0 | 10 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 14 | 14 | 7 | 5 | 9 | | | | | | |
| South Tyneside MBC | 47 | 50 | 0 | 0 | 10 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 22 | 5 | 6 | 9 | 7 | | | | | | |
| Sunderland City C | 14 | 35 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 5 | 14 | 3 | 9 | 6 | 6 | | | | | | |
| Warwickshire | | | | | | | | | | | | | | | | | | | | | | | | |
| Warwickshire CC | 30 | 19 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 19 | 8 | 6 | 2 | 0 | 4 | | | | | | |
| North Warwickshire BC | 4 | 3 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 2 | 0 | 0 | | | | | | |
| Nuneaton & Bedworth BC | 16 | 15 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 9 | 2 | 1 | 3 | 2 | | | | | | |
| Rugby BC | 12 | 16 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 7 | 2 | 2 | 0 | 4 | | | | | | |
| Stratford-on-Avon DC | 24 | 20 | 0 | 0 | 5 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 7 | 6 | 6 | 7 | 4 | | | | | | |
| Warwick DC | 24 | 15 | 0 | 0 | 0 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 10 | 9 | 1 | 2 | 1 | | | | | | | |
| West Midlands | | | | | | | | | | | | | | | | | | | | | | | | |
| Birmingham City C | 321 | 322 | 0 | 1 | 106 | 121 | 20* | 0 | 0 | 0 | 0 | 0 | 106 | 113 | 44 | 52 | 45 | 35 | | | | | | |
| Coventry City C | 49 | 35 | 0 | 0 | 13 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 10 | 8 | 6 | 12 | 15 | | | | | | |
| Dudley MBC | 66 | 41 | 0 | 0 | 19 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 29 | 28 | 11 | 7 | 7 | 4 | | | | | | |
| Sandwell MBC | 73 | 66 | 2 | 1 | 21 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 25 | 11 | 9 | 16 | 6 | | | | | | |
| Solihull MBC | 33 | 41 | 1 | 0 | 3 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 22 | 25 | 7 | 8 | 0 | 3 | | | | | | |
| Walsall MBC | 41 | 41 | 0 | 0 | 13 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 22 | 11 | 5 | 6 | 7 | | | | | | |
| Wolverhampton City C | 34 | 36 | 0 | 0 | 6 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 12 | 7 | 9 | 10 | 8 | | | | | | |
| West Sussex | | | | | | | | | | | | | | | | | | | | | | | | |
| West Sussex CC | 41 | 42 | 0 | 0 | 5 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 20 | 18 | 8 | 10 | 8 | 7 | | | | | | |
| Adur DC | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 3 | 1 | 1 | 1 | 0 | | | | | | |
| Arun DC | 19 | 28 | 1 | 0 | 5 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 5 | 5 | 10 | 2 | 6 | | | | | | |

| Authority | Total complaints determined (excluding premature complaints) | | Maladministration and injustice reports | | Local Settlements | | Maladministration reports | | No maladministration reports | | No maladministration without report | | Ombudsman's discretion | | Outside jurisdiction | |
|--|--|---------|---|---------|-------------------|---------|---------------------------|---------|------------------------------|---------|-------------------------------------|---------|------------------------|---------|----------------------|---------|
| | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 |
| | | | | | | | | | | | | | | | | |
| Chichester DC | 13 | 13 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 7 | 2 | 2 | 1 | 4 |
| Crawley BC | 18 | 17 | 0 | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 8 | 7 | 4 | 3 | 3 | 5 |
| Horsham DC | 28 | 10 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 9 | 4 | 16 | 4 | 1 | 2 |
| Mid Sussex DC | 13 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 6 | 2 | 4 | 0 | 3 | 0 |
| Worthing BC | 10 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 2 | 4 | 3 | 2 | 1 |
| West Yorkshire | | | | | | | | | | | | | | | | |
| Bradford City C | 69 | 97 | 0 | 3* | 11 | 21 | 0 | 3* | 0 | 0 | 38 | 35 | 13 | 16 | 7 | 19 |
| Calderdale MBC | 48 | 42 | 0 | 0 | 5 | 13 | 0 | 0 | 0 | 0 | 31 | 13 | 9 | 12 | 3 | 4 |
| Kirklees MC | 84 | 109 | 2 | 0 | 18 | 25 | 0 | 0 | 0 | 0 | 23 | 39 | 29 | 26 | 12 | 19 |
| Leeds City C | 233 | 232 | 3 | 10* | 65 | 69 | 0 | 0 | 0 | 0 | 100 | 86 | 37 | 43 | 28 | 24 |
| Wakefield City C | 88 | 98 | 1 | 1 | 14 | 29 | 0 | 0 | 0 | 0 | 43 | 33 | 16 | 24 | 14 | 11 |
| Wiltshire | | | | | | | | | | | | | | | | |
| Wiltshire CC | 14 | 22 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 5 | 13 | 0 | 0 | 6 | 6 |
| Kennet DC | 9 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 8 | 2 | 3 | 1 | 3 |
| North Wiltshire DC | 27 | 15 | 4* | 0 | 7 | 4 | 0 | 0 | 0 | 0 | 5 | 7 | 6 | 1 | 5 | 3 |
| Salisbury DC | 19 | 20 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 5 | 14 | 8 | 1 | 5 | 4 |
| Swindon BC | 39 | 41 | 0 | 0 | 7 | 2 | 0 | 0 | 0 | 0 | 16 | 24 | 14 | 5 | 2 | 10 |
| West Wiltshire DC | 14 | 6 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 2 | 3 | 3 | 0 | 8 | 0 |
| Worcestershire | | | | | | | | | | | | | | | | |
| Worcestershire CC | 26 | 28 | 0 | 0 | 5 | 3 | 0 | 0 | 0 | 0 | 10 | 18 | 6 | 4 | 5 | 3 |
| Bromsgrove DC | 13 | 24 | 1 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 8 | 11 | 0 | 4 | 0 | 5 |
| Malvern Hills DC | 9 | 6 | 1 | 0 | 2 | 3 | 0 | 0 | 0 | 0 | 1 | 2 | 3 | 0 | 2 | 1 |
| Redditch BC | 3 | 7 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 4 | 0 | 2 |
| Worcester City C | 14 | 7 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 4 | 5 | 3 | 1 | 1 | 1 |
| Wychavon DC | 20 | 20 | 1* | 0 | 1 | 1 | 2* | 0 | 0 | 0 | 7 | 12 | 6 | 2 | 3 | 5 |
| Wyre Forest DC | 4 | 6 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 1 | 1 | 1 |
| Housing action trusts | | | | | | | | | | | | | | | | |
| former Castle Vale Housing Action Trust | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 |
| Liverpool Housing Action Trust | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 |
| Stonebridge Housing Action Trust | 1 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 |
| National park authorities | | | | | | | | | | | | | | | | |
| Dartmoor National Park Authority | 5 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 2 | 0 | 0 | 0 |
| Exmoor National Park Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Lake District National Park Authority | 3 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 4 | 0 | 2 | 1 | 2 |
| North York Moors National Park Authority | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 |

| | Total complaints determined (excluding premature complaints) | | Maladministration and injustice reports | | Local Settlements | | Maladministration reports | | No maladministration reports | | No maladministration without report | | Ombudsman's discretion | | Outside jurisdiction | | |
|--|--|---------|---|---------|-------------------|---------|---------------------------|---------|------------------------------|---------|-------------------------------------|---------|------------------------|---------|----------------------|---------|---|
| | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | |
| | | | | | | | | | | | | | | | | | |
| Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Northumberland National Park Authority | 3 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 1 | 2 | 2 | 2 | 2 |
| Peak District National Park Authority | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 2 |
| Yorkshire Dales National Park Authority | | | | | | | | | | | | | | | | | |
| Police authorities | | | | | | | | | | | | | | | | | |
| Cheshire Police Authority | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| Devon & Cornwall Police Authority | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 2 |
| Durham Police Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Essex Police Authority | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 |
| Greater Manchester Police Authority | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 1 | 1 |
| Hertfordshire Police Authority | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Lancashire Police Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Leicestershire Police Authority | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Lincolnshire Police Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Lincolnshire Police Authority | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Merseyside Police Authority | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 |
| Metropolitan Police Authority | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 1 |
| Norfolk Police Authority | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 2 |
| North Yorkshire Police Authority | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| South Yorkshire Police Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Staffordshire Police Authority | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Staffordshire Police Authority | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Suffolk Police Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Sussex Police Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Warwickshire Police Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| West Mercia Police Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| West Yorkshire Police Authority | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| Other authorities | | | | | | | | | | | | | | | | | |
| Adlingfleet & Whitgift Drainage Board | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Association of London Government Transport & Environment Committee | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Devon Fire & Rescue Service | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 |
| East Sussex Fire Authority | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 |
| English Partnerships | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Environment Agency | 12 | 20 | 2 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 7 | 10 | 1 | 3 | 1 | 5 | 5 |
| Greater Manchester County Fire Service | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Greater Manchester Passenger Transport Authority | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 |

| Authority | Total complaints determined (excluding premature complaints) | | Maladministration and injustice reports | | Local Settlements | | Maladministration reports | | No maladministration reports | | No maladministration without report | | Ombudsman's discretion | | Outside jurisdiction | |
|---|--|---------|---|---------|-------------------|---------|---------------------------|---------|------------------------------|---------|-------------------------------------|---------|------------------------|---------|----------------------|---------|
| | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 | 2004/05 | 2003/04 |
| Greater Manchester Waste Disposal Authority | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Lancashire Combined Fire Authority | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Leicestershire Fire & Rescue Service | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| London Boroughs Grants Committee | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| London Development Agency | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| London Fire & Emergency Planning Authority | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| London Transport Users' Committee | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 0 |
| Merseyside Fire Authority | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Merseyside Passenger Transport Authority | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| North Yorkshire Fire & Rescue Service | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Parking & Traffic Appeals Service | 5 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 3 |
| Rawcliffe Internal Drainage Board | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Shropshire & Wrekin Fire Authority | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| South Yorkshire Passenger Transport Authority | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Transport for London | 177 | 59 | 0 | 0 | 40 | 6 | 0 | 0 | 0 | 0 | 37 | 15 | 28 | 13 | 72 | 25 |
| West Yorkshire Fire Service | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| West Yorkshire Joint Services | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |

Schools (foundation and voluntary aided)

| | | | | | | | | | | | | | | | | |
|--|-----|-----|----|----|----|----|----|---|---|---|-----|-----|----|----|----|----|
| Schools (foundation and voluntary aided) | 245 | 296 | 9* | 4* | 55 | 69 | 3* | 0 | 0 | 0 | 119 | 161 | 46 | 43 | 13 | 19 |
|--|-----|-----|----|----|----|----|----|---|---|---|-----|-----|----|----|----|----|

Appendix 5

Glossary of terminology

Premature complaints

Premature complaints are those which are not accepted for consideration by the Local Government Ombudsmen because the councils concerned have not had a reasonable opportunity to deal with them first. Premature complaints are sent to the councils concerned with a request that they should investigate them. If a complainant is not satisfied with the outcome of a council's investigation, he or she can complain to the Ombudsman again.

Outside jurisdiction

The Ombudsmen can investigate most types of complaints against local authorities. But there are some things the law does not allow them to investigate, such as personnel matters, the internal management of schools and colleges, and matters which affect all or most of the people living in a council's area. Such complaints, when they are terminated, are described as being outside jurisdiction.

Local settlements

The term local settlement is used to describe the outcome of a complaint where, during the course of our consideration of the complaint, the council takes, or agrees to take, some action which the Ombudsman considers is a satisfactory response to the complaint and the investigation is discontinued. This may occur, for example, in any of the following circumstances:

- the council on its own initiative says that there was fault that caused injustice, and proposes a remedy which the Ombudsman accepts is satisfactory;
- the council accepts the suggestion by the Ombudsman, as an independent person, that there was fault which caused injustice, and agrees a remedy which the Ombudsman accepts is satisfactory;

- the council does not consider that there was fault but is able to take some action which the Ombudsman accepts is a satisfactory outcome;
- the council and the complainant themselves agree upon a course of action and the Ombudsman sees no reason to suggest any different outcome; or
- the Ombudsman considers that, even if the investigation were to continue, no better outcome would be likely to be achieved for the complainant than the action the council has already taken or agreed.

Ombudsman's discretion

Complaints described as terminated by Ombudsman's discretion are those which have been terminated because, for example:

- the complainant wishes to withdraw his or her complaint;
- the complainant has moved away and the Ombudsman is no longer able to contact him or her;
- the complainant decides to take court action; or
- we find there is no or insufficient injustice to justify continuing the investigation.

Comeback

The term comeback is used when a complaint has been determined without a formal report and the complainant tells us or implies that they disagree with the decision taken on their complaint.

Remedy

When a report is issued finding injustice caused by maladministration, the Ombudsman will recommend what the council should do to put matters right (the remedy).

First report

When an Ombudsman issues a report after completing an investigation, this is referred to as the first report on the complaint.

Further report

If the council does not respond satisfactorily to the Ombudsman's recommendations in a first report within a given time limit, the Ombudsman must issue a further report, which must be considered by the full council. This further report is sometimes referred to as a second report.

Statement

If the council does not respond satisfactorily to the Ombudsman's second report within the given time limit, the Ombudsman may require the council to publish a statement in a local newspaper. Such statements consist of the details of any action recommended by the Ombudsman, any supporting material the Ombudsman may require and, if the council wishes, a statement of its reasons for not complying with the Ombudsman's recommendations.



Appendix 6

Commission publications and website

The Commission's full *Publication scheme* is available on the website, or from the address below.

Published annually

Local Government Ombudsman annual report

Local Government Ombudsman summary annual report

Local Government Ombudsman digest of cases

Summaries of a selection of published reports and local settlements achieved in the year, available for 1996, 1997, 1998, 1999, 2000, 2001, 2002/03, 2003/04.

Guidance on good practice notes

A series of pamphlets aimed at giving advice to local authorities.

- 1 *Running a complaints system*, June 2002
- 2 *Good administrative practice*, August 1993 (reissued February 1995)
- 3 *Council housing repairs*, August 1993 (out of print)
- 6 *Remedies*, September 1997 (reissued March 2003 and February 2005)

(*Guidance note 4: Members' interests* and *Guidance note 5: Disposal of land*, have been withdrawn as they are out of date.)

Special reports

Occasional reports, drawing on lessons learnt from investigating complaints, to offer advice and guidance about good administrative practice in certain particular areas of local authority services.

Advice and guidance on the funding of aftercare under section 117 of the Mental Health Act 1983 (July 2003)

Advice and guidance on arrangements for forwarding housing benefit appeals to the Appeals Service (February 2004)

School admissions and appeals: advice and guidance from the Local Government Ombudsmen (March 2004)

Parking enforcement by local authorities. Consideration of representations under the Road Traffic Act 1991: advice and guidance from the Local Government Ombudsmen (December 2004)

Neighbour nuisance and anti-social behaviour: advice and guidance from the Local Government Ombudsmen (February 2005)

Other publications

Complaint about the council? How to complain to the Local Government Ombudsman

Leaflet about the Ombudsman's service, which includes a complaint form. Also available in large print, Braille, on tape, and in Bengali, Gujarati, Hindi, Punjabi, Urdu, Arabic, Chinese, Greek, Turkish and Vietnamese.

How the Ombudsman will deal with your complaint
Leaflet sent to complainants when acknowledging receipt of their complaint. Also available in the same languages and formats as above.

All publications are available from the Secretary of the Commission, 10th Floor, Millbank Tower, Millbank, London SW1P 4QP or tel 020 7217 4683. All publications are free of charge for single copies. Bulk orders of the complaints leaflet are also free of charge. There is a subscription service available for copies of investigation reports – for details of this service tel 020 7217 4686.

Publications available on the website (www.lgo.org.uk)

The current annual report, annual accounts, and the five year corporate plan

The six most recent issues of the *Digest of cases*

The four current *Guidance on good practice notes*

The five special reports

Origins and functions of the Local Government Ombudsman

The leaflet: *Complaint about the council? How to complain to the Local Government Ombudsman* in English, Bengali, Gujarati, Hindi, Punjabi, Urdu, Arabic, Chinese, Greek, Turkish and Vietnamese.

The leaflet: *How the Ombudsman will deal with your complaint* in the languages listed above.

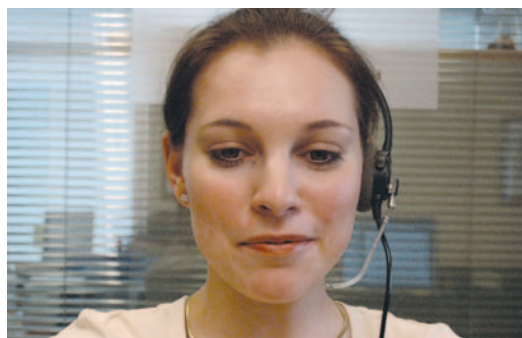
A small poster drawing attention to the Ombudsman's service in the 10 minority ethnic languages listed above. (A version in English is available in print.)

Recent investigation report summaries

A section called *Guide for advisers*

A new section called *Guide for young people*

There is also an on-line enquiries form, an on-line publications order form and on-line complaint forms.



Where to contact the Local Government Ombudsmen

Adviceline: 0845 602 1983

website: www.lgo.org.uk

email: enquiries@lgo.org.uk

**Mr Redmond's office and the office of the
Secretary of the Commission are at:**

10th Floor
Millbank Tower
Millbank
London SW1P 4QP

Tel 020 7217 4620

Fax 020 7217 4621

Mrs Thomas's office is at:

Beverley House
17 Shipton Road
York YO30 5FZ

Tel 01904 380200

Fax 01904 380269

Mr White's office is at:

The Oaks, No 2
Westwood Way
Westwood Business Park
Coventry CV4 8JB

Tel 024 7682 0000

Fax 024 7682 0001

Commission for Local Administration in England

10th Floor Millbank Tower Millbank London SW1P 4PQ

Tel 020 7217 4620 Fax 020 7217 4621

www.lgo.org.uk