

Analysis of complaints statistics for 2009/10

Table 1: Subjects of complaints and enquiries received 2008/09-2009/10

	2008/09	2009/10	Percentage change
Planning and building control:			
Planning applications	2,626	2,217	
Enforcement	584	395	
Trees	177	163	
Building control	136	103	
Planning advice	308	124	
Forward planning	15	5	
Total planning	3,846	3,007	-21.8
Housing:			
Housing repairs	1,804	1,468	
Housing allocations	1,181	917	
Managing tenancies	480	480	
Homelessness	324	332	
Housing sales/leaseholds	296	220	
Regeneration and improvement	99	108	
Private housing: grants	94	112	
Private housing: repair notices	40	43	
Private housing: landlord behaviour	27	14	
Total housing	4,345	3,694	-15.0
Transport and highways:			
Parking	872	818	
Highway management	809	691	
Traffic management	128	118	
Rights of way	47	58	
Public transport	110	69	
Harbours and waterways	6	13	
Total transport and highways	1,972	1,767	-10.4
Social care:			
Adult care services	909	1,052	
Children and family services	892	1,001	
Total social care	1,801	2,053	14.0
Education:			
School admissions	1,583	1,403	
Special educational needs	232	298	
School transport	110	134	
Exclusions	53	36	
Student support	27	46	
Education general	254	219	
Total education	2,259	2,136	-5.4
Benefits:			
Housing benefit	702	718	
Council tax benefit	227	121	
Total benefits	929	839	-9.7
Public finance (inc Local taxation)			
Local taxation	1,261	1,267	
Other public finance	28	17	
Total public finance	1,289	1,284	-0.4
Other categories:			
Antisocial behaviour	827	746	
Environmental health	416	393	
Waste management	359	319	
Land	345	232	
Contracts and business matters	138	155	
Licensing	163	147	
Leisure and culture	338	169	
Employment and pensions	104	115	
Drainage	105	112	
Consumer affairs	86	54	
Access to information	79	79	
Elections and electoral register	10	11	
Standards Committees	11	45	
Death	53	50	
Environmental protection	43	25	
Registry services	4	5	
Non-local government	543	39	
Miscellaneous	947	544	
Total other	4,571	3,240	-29.1
Overall totals	21,012	18,020	-14.2

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Table 2: Outcome of complaints forwarded to the investigative teams
2009/10

	Tony Redmond	Jane Martin	Anne Seex	Totals
Local settlements	915	725	726	2,366
Maladministration causing injustice (issued report)	26	25	18	69
Maladministration, no injustice (issued report)	1	0	1	2
No maladministration (issued report)	2	1	0	3
No or insufficient evidence of maladministration (without report)	1,288	1,507	1,270	4,065
Ombudsman's discretion not to pursue complaint	802	603	879	2,284
Outside jurisdiction	566	536	418	1,520
Totals	3,600	3,397	3,312	10,309

* Some premature decisions were made after complaints had been forwarded to the investigative teams because either they were complaints received before 1 April 2008 (when the LGO Advice Team started operating) but decided on or after that date, or it did not become apparent that the complaint had not already been considered by the council concerned until an investigator examined the complaint.

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Table 3: Subjects of investigation reports 2009/10

	Tony Redmond	Jane Martin	Anne Seex	Totals
Planning and building control:				
Planning applications	8	3	4	15
Enforcement	-	-	1	1
Planning advice	-	1	-	1
Total planning	8	4	5	17
Housing:				
Housing allocations	1	1	-	2
Housing repairs	1	-	-	1
Managing tenancies	-	1	-	1
Homelessness	3	1	-	4
Housing sales/leaseholds	-	1	-	1
Private housing: grants	-	-	2	2
Total housing	5	4	2	11
Transport and highways				
Highway management	-	1	-	1
Parking	1	-	-	1
Public transport	-	9	-	9
Total transport and highways	1	10	-	11
Social care:				
Adult care services	3	-	1	4
Children and family services	2	2	2	6
Total social care	5	2	3	10
Education:				
School admissions	3	1	6	10
School exclusions	-	-	-	-
Special educational needs	3	3	-	6
Total education	6	4	6	16
Benefits:				
Housing benefit	-	-	-	-
Total benefits	-	-	-	-
Public finance (including local taxation)				
Local taxation	3	1	-	4
Total public finance	3	1	-	4
Other categories:				
Antisocial behaviour	-	1	-	1
Contracts and business matters	-	-	1	1
Environmental health	1	-	1	2
Waste management	-	-	1	1
Total other	1	1	3	5
Overall totals	29	26	19	74

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