

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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
Local authorities - by county																
Bedfordshire																
Bedford BC	16	16	0	0	1	0	0	0	0	0	8	5	6	6	1	5
Bedfordshire CC	19	9	0	0	4	2	0	0	0	0	8	3	5	1	2	3
Luton BC	34	25	0	0	9	8	0	0	0	0	12	7	5	3	8	7
Mid Bedfordshire DC	14	13	0	0	4	1	0	0	0	0	5	7	4	1	1	4
South Bedfordshire DC	15	8	0	0	4	1	0	0	0	0	4	2	4	5	3	0
Berkshire																
Bracknell Forest C	15	22	0	0	2	4	0	0	0	0	7	7	4	9	2	2
Reading BC	39	41	1	0	7	10	0	0	0	0	11	12	12	10	8	9
Slough BC	22	30	0	0	7	7	0	0	0	0	7	14	5	3	3	6
West Berkshire C	31	30	0	0	3	3	0	0	0	0	19	19	6	3	3	5
Windsor & Maidenhead RB	25	25	0	0	9	6	0	0	0	0	5	9	6	7	5	3
Wokingham C	33	45	0	0	2	6	0	0	0	0	16	28	9	6	6	5
Bristol																
Bristol City C	116	90	3*	1	31	18	0	0	0	0	42	33	24	17	16	21
Buckinghamshire																
Aylesbury Vale DC	13	20	0	0	3	0	0	0	0	0	6	10	3	6	1	4
Buckinghamshire CC	82	119	1	0	10	18	0	0	0	0	51	77	10	10	10	14
Chiltern DC	12	16	0	0	1	1	0	0	0	0	5	8	2	4	4	3
Milton Keynes C	41	38	0	1	8	7	0	0	0	0	23	13	6	6	4	11
South Bucks DC	4	5	0	0	0	0	0	0	0	0	1	5	1	0	2	0
Wycombe DC	26	30	4*	0	4	5	0	0	0	0	9	15	6	5	3	5
Cambridgeshire																
Cambridge City C	19	16	1	0	4	2	0	0	0	0	8	10	4	3	2	1
Cambridgeshire CC	28	23	0	0	6	6	0	0	0	0	9	12	9	1	4	4
East Cambridgeshire DC	13	11	4*	0	3	2	0	0	0	0	6	4	0	2	0	3
Fenland DC	15	24	0	0	9	9	0	0	0	0	4	10	1	1	1	4
Huntingdonshire DC	9	14	0	0	1	1	0	0	0	0	3	7	1	3	4	3
Peterborough City C	25	25	0	0	6	4	0	0	0	0	7	12	4	3	8	6
South Cambridgeshire DC	12	18	0	1	1	3	0	0	0	0	7	7	4	4	0	3
Cheshire																
Cheshire CC	44	40	0	0	5	7	0	0	0	0	15	19	13	9	11	5
Chester City C	13	14	0	0	2	0	0	0	0	0	7	9	3	1	1	4
Congleton BC	6	5	0	0	1	1	0	0	0	0	4	0	1	0	0	4
Crewe & Nantwich BC	15	16	0	0	4	2	0	0	0	0	6	10	3	1	2	3
Ellesmere Port & Neston BC	18	6	0	0	3	2	0	0	0	0	8	2	4	1	3	1
Halton BC	13	13	0	0	3	6	0	0	0	0	6	5	2	1	2	1
Macclesfield BC	22	19	1	1	4	6	0	0	0	0	9	7	5	2	3	3
Vale Royal BC	15	13	0	0	4	0	0	0	0	0	6	8	4	3	1	2
Warrington BC	49	25	1	0	10	3	0	0	0	0	21	12	10	6	7	4
Cleveland																
Hartlepool BC	20	19	0	0	3	3	0	0	0	0	8	7	6	6	3	3
Middlesbrough BC	16	27	0	0	1	3	0	0	0	0	2	17	7	3	6	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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
Redcar & Cleveland BC	30	21	0	2	4	7	0	0	0	0	8	7	5	3	13	2
Stockton-on-Tees BC	35	52	0	5*	8	5	0*	2*	0	0	13	16	5	8	9	16
Cornwall and the Isles of Scilly																
Caradon DC	29	31	0	6*	5	1	0	1	0	0	12	13	9	6	3	4
Carrick DC	21	26	0	0	2	5	0	0	0	0	6	10	6	3	7	8
Cornwall CC	27	38	1	0	3	9	0	0	0	0	10	16	4	8	9	5
Isles of Scilly, Council for the	0	2	0	1	0	0	0	0	0	0	0	1	0	0	0	0
Kerrier DC	16	14	0	0	2	3	0	0	0	0	6	10	4	1	4	0
North Cornwall DC	16	25	0	0	1	4	0	0	0	0	12	13	1	6	2	2
Penwith DC	25	27	0	0	4	8	0	0	0	0	11	9	4	3	6	7
Restormel BC	12	27	1	0	2	4	0	0	0	0	4	15	3	5	2	3
Cumbria																
Allerdale BC	11	7	0	0	2	0	0	0	0	0	2	4	5	2	2	1
Barrow-in-Furness BC	11	6	0	0	1	0	0	0	0	0	4	5	2	1	4	0
Carlisle City C	15	7	1	0	2	1	0	0	0	0	5	2	4	2	3	2
Copeland BC	9	10	0	0	0	3	0	0	0	0	3	1	4	3	2	3
Cumbria CC	29	21	0	0	6	6	0	0	0	0	12	8	5	4	6	3
Eden DC	5	8	0	0	0	0	0	0	0	0	0	3	2	3	3	2
South Lakeland DC	11	8	0	0	2	1	0	0	0	0	6	3	3	2	0	2
Derbyshire																
Amber Valley DC	22	23	0	0	1	5	0	0	0	1	10	8	9	4	2	5
Bolsover DC	13	16	0	0	0	5	0	0	0	0	7	7	5	3	1	1
Chesterfield BC	32	13	0	0	10	2	0	0	0	0	19	7	3	3	0	1
Derby City C	37	40	0	0	5	7	0	0	0	0	15	20	12	9	5	4
Derbyshire CC	35	32	0	0	7	9	0	0	0	0	14	15	8	7	6	1
Derbyshire Dales DC	11	16	0	0	0	3	0	0	0	0	8	9	1	2	2	2
Erewash BC	10	10	0	0	3	2	0	0	0	0	4	4	2	2	1	2
High Peak BC	27	15	0	0	7	10	0	0	0	0	8	3	11	1	1	1
North East Derbyshire DC	13	15	0	0	2	7	0	0	0	0	6	4	4	2	1	2
South Derbyshire DC	11	6	0	0	0	2	0	0	0	0	7	0	1	0	3	4
Devon																
Devon CC	47	38	1	0	3	6	0	0	0	0	18	21	6	4	19	7
East Devon DC	26	29	0	0	1	6	0	0	0	0	18	13	2	5	5	5
Exeter City C	22	16	0	0	3	6	0	0	0	0	6	6	9	1	4	3
Mid Devon DC	12	27	0	0	1	6	0	0	0	0	5	16	6	3	0	2
North Devon DC	21	22	0	0	1	4	0	0	0	0	11	9	2	6	7	3
Plymouth City C	56	60	1	1	9	14	0	0	0	0	24	23	14	7	8	15
South Hams DC	19	13	1	0	2	4	0	0	0	0	7	4	5	1	4	4
Teignbridge DC	23	70	0	0	2	24	0	0	0	0	16	36	1	4	4	6
Torbay BC	23	32	0	2*	1	5	0	0	0	0	9	12	6	6	7	7
Torrige DC	24	20	0	0	1	2	0	0	0	0	13	9	8	4	2	5
West Devon BC	6	14	0	2*	1	3	0	0	0	0	3	6	1	1	1	2
Dorset																
Bournemouth BC	40	35	0	0	5	7	0	0	0	0	12	9	14	8	9	11
Christchurch BC	20	11	0	0	2	0	0	0	0	0	4	6	14	5	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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
Dorset CC	10	14	0	0	1	2	0	0	0	0	4	3	3	4	2	5
East Dorset DC	10	12	0	1	1	0	0	0	0	0	3	8	1	1	5	2
North Dorset DC	8	11	0	0	0	1	0	0	0	0	4	3	2	3	2	4
Poole BC	38	40	1	1	6	6	0	0	0	0	12	16	13	12	6	5
Purbeck DC	17	5	0	0	1	2	0	0	0	0	11	2	2	0	3	1
West Dorset DC	15	16	0	0	2	1	0	0	0	0	5	9	3	4	5	2
Weymouth & Portland BC	10	9	0	1	0	0	0	0	0	0	4	2	5	3	1	3
Durham																
Chester-le-Street DC	12	9	0	0	2	3	0	0	0	0	5	2	4	3	1	1
Darlington BC	30	13	0	0	4	3	0	0	0	0	17	6	8	0	1	4
Derwentside DC	15	20	0	0	3	1	0	0	0	0	5	11	6	3	1	5
Durham CC	21	28	0	0	4	3	0	0	0	0	8	12	4	4	5	9
Durham City C	14	20	1	0	3	5	0	0	0	0	5	13	5	1	0	1
Easington DC	25	16	0	0	6	7	0	0	0	0	13	3	4	5	2	1
Sedgefield DC	18	13	0	0	7	3	0	0	0	0	8	6	1	3	2	1
Teesdale DC	7	6	0	0	0	1	0	0	0	0	4	4	2	1	1	0
Wear Valley DC	17	24	0	0	5	3	0	0	0	0	6	14	4	5	2	2
East Sussex																
Brighton & Hove City C	86	95	0	0	14	12	0	0	0	0	46	46	17	22	9	15
East Sussex CC	26	45	1	0	3	2	0	0	0	0	13	25	3	6	6	12
Eastbourne BC	19	28	0	0	3	3	0	0	0	0	10	13	2	7	4	5
Hastings BC	23	35	0	0	1	5	0	0	0	0	14	16	5	9	3	5
Lewes DC	7	13	0	0	0	1	0	0	0	0	3	5	3	5	1	2
Rother DC	17	13	0	0	2	1	0	0	0	0	10	4	0	5	5	3
Wealden DC	31	23	0	0	3	2	0	0	0	0	20	18	3	2	5	1
East Yorkshire																
East Riding of Yorkshire C	93	76	1	0	11	15	0	0	0	0	29	25	40	19	12	17
Kingston upon Hull City C	63	33	0	0	16	11	0	0	0	0	16	8	19	7	12	7
Essex																
Basildon DC	46	46	1	0	17	15	0	0	0	0	18	19	5	3	5	9
Braintree DC	18	22	0	0	4	2	0	0	0	0	9	17	1	2	4	1
Brentwood BC	8	24	0	0	1	0	0	0	0	0	6	16	1	5	0	3
Castle Point BC	22	10	0	0	2	2	0	0	0	0	13	5	5	2	2	1
Chelmsford BC	11	17	0	0	2	1	0	0	0	0	7	11	1	2	1	3
Colchester BC	29	27	0	0	8	2	0	0	0	0	10	13	9	8	2	4
Epping Forest DC	10	29	0	3*	1	4	0	0	0	0	4	11	1	9	4	2
Essex CC	70	83	0	3*	16	19	0	0	0	0	28	23	16	18	10	20
Harlow DC	17	23	0	0	6	13	0	0	0	0	8	5	1	2	2	3
Maldon DC	9	15	0	0	2	2	0	0	0	0	6	10	0	1	1	2
Rochford DC	14	10	0	0	3	0	0	0	0	0	7	7	2	1	2	2
Southend-on-Sea BC	41	35	0	0	9	4	0	0	0	0	14	20	8	8	10	3
Tendring DC	23	31	0	0	2	5	0	0	0	0	13	15	5	5	3	6
Thurrock BC	50	31	0	1	18	6	0	0	0	0	15	9	8	8	9	7
Uttlesford DC	10	8	0	0	1	1	0	0	0	0	5	6	4	1	0	0
Greater Manchester																

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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
Bolton MBC	54	46	0	0	12	16	0	0	0	0	21	20	8	7	13	3
Bury MBC	32	37	0	0	6	7	0	0	0	0	12	23	5	1	9	6
Manchester City C	89	91	1	0	27	20	0	0	0	0	35	44	14	7	12	20
Oldham MBC	39	42	1	2	7	11	0	0	0	0	18	21	5	2	8	6
Rochdale MBC	37	31	0	0	12	8	0	0	0	0	15	11	4	7	6	5
Salford City C	43	33	0	0	13	14	0	0	0	0	19	2	6	11	5	6
Stockport MBC	35	35	1	1	3	7	0	0	0	0	16	11	6	9	9	7
Tameside MBC	37	37	0	0	6	5	0	0	0	0	18	19	5	9	8	4
Trafford MBC	47	39	1	2	9	4	0	0	0	0	17	17	11	11	9	5
Wigan MBC	63	33	0	0	13	9	0	0	0	0	24	12	9	5	17	7
Gloucestershire																
Cheltenham BC	9	17	0	0	0	4	0	0	0	0	9	8	0	2	0	3
Cotswold DC	12	3	0	0	1	0	0	0	0	0	6	0	2	1	3	2
Forest of Dean DC	8	14	0	0	3	2	0	0	0	0	2	5	2	2	1	5
Gloucester City C	3	17	0	0	0	4	0	0	0	0	1	5	0	4	2	4
Gloucestershire CC	21	25	0	0	0	3	0	0	0	0	7	14	6	3	8	5
South Gloucestershire C	35	46	0	1	9	13	0	0	0	0	11	15	9	9	6	8
Stroud DC	12	13	0	0	1	2	0	0	0	0	9	6	1	4	1	1
Tewkesbury BC	20	13	0	0	2	4	0	0	0	0	15	5	1	0	2	4
Hampshire																
Basingstoke & Deane BC	10	8	0	0	3	2	0	0	0	0	3	2	3	3	1	1
East Hampshire DC	8	18	0	0	3	3	0	0	0	0	5	11	0	1	0	3
Eastleigh BC	12	12	1	0	3	1	0	0	0	0	3	8	2	2	3	1
Fareham BC	10	5	1	0	2	0	0	0	0	0	6	2	0	2	1	1
Gosport BC	2	5	0	0	1	0	0	0	0	0	1	3	0	1	0	1
Hampshire CC	42	45	0	0	5	6	0	0	0	0	20	21	10	10	7	8
Hart DC	17	13	0	0	3	3	0	0	0	0	9	5	3	3	2	2
Havant BC	10	2	0	0	0	1	0	0	0	0	4	1	3	0	3	0
New Forest DC	33	27	0	0	0	2	0	0	0	0	24	17	3	5	6	3
Portsmouth City C	37	27	0	0	10	4	0	0	0	0	11	13	6	5	10	5
Rushmoor BC	8	5	0	0	1	0	0	0	0	0	6	3	1	2	0	0
Southampton City C	41	38	0	0	13	5	0	0	0	0	16	17	6	5	6	11
Test Valley BC	5	11	0	0	0	0	0	0	0	0	3	6	0	3	2	2
Winchester City C	21	27	0	0	5	1	0	0	0	0	10	19	6	6	0	1
Herefordshire																
Herefordshire C	50	43	1	0	3	3	0	0	0	0	35	27	5	10	6	3
Hertfordshire																
Broxbourne BC	24	26	0	0	3	1	0	0	0	0	12	7	6	15	3	3
Dacorum BC	17	26	0	0	3	2	0	0	0	0	7	11	6	6	1	7
East Hertfordshire DC	12	12	0	0	0	1	0	0	0	0	5	2	3	4	4	5
Hertfordshire CC	81	59	2	0	21	11	0	0	0	0	22	15	14	17	22	16
Hertsmere BC	19	11	0	0	5	2	0	0	0	0	2	8	4	1	8	0
North Hertfordshire DC	23	14	0	0	2	4	0	0	0	0	11	3	4	4	6	3
St Albans City C	33	22	0	0	8	2	0	0	0	0	9	14	5	2	11	4
Stevenage BC	17	8	0	0	4	3	0	0	0	0	2	4	5	1	6	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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
Three Rivers DC	15	11	0	0	3	2	0	0	0	0	5	4	6	4	1	1
Watford BC	17	13	1	0	6	4	0	0	0	0	5	7	1	1	4	1
Welwyn Hatfield DC	18	16	0	0	5	2	0	0	0	0	8	8	3	5	2	1
Isle of Wight																
Isle of Wight C	47	36	0	0	7	9	0	0	0	0	20	5	12	9	8	13
Kent																
Ashford BC	16	24	0	0	0	3	0	0	0	0	7	8	2	8	7	5
Canterbury City C	45	37	1	0	12	7	0	0	0	0	11	15	12	8	9	7
Dartford BC	11	13	0	0	1	4	0	0	0	0	9	2	1	4	0	3
Dover DC	24	17	0	0	1	1	0	0	0	0	7	3	13	9	3	4
Gravesham BC	15	11	0	0	1	4	0	0	0	0	8	3	3	3	3	1
Kent CC	118	116	0	1	25	17	0	0	0	0	49	33	23	40	21	25
Maidstone BC	29	24	0	0	7	2	0	0	0	0	11	2	9	15	2	5
Medway C	61	57	0	0	21	18	0	0	0	0	10	20	20	7	10	12
Sevenoaks DC	14	24	0	0	4	4	0	0	0	0	1	11	4	5	5	4
Shepway DC	15	25	0	0	6	7	0	0	0	0	3	5	6	10	0	3
Swale BC	14	14	0	0	5	5	0	0	0	0	5	5	1	0	3	4
Thanet DC	59	42	0	4*	12	10	0	0	0	0	32	14	10	8	5	6
Tonbridge & Malling BC	7	8	0	0	0	0	0	0	0	0	5	3	2	5	0	0
Tunbridge Wells RB	11	10	0	0	1	0	0	0	0	0	7	5	0	1	3	4
Lancashire																
Blackburn with Darwen BC	41	32	0	0	6	6	0	0	0	0	16	11	9	8	10	7
Blackpool BC	32	29	0	0	8	6	0	0	0	0	15	19	2	2	7	2
Burnley BC	21	18	0	0	4	6	0	0	0	0	9	4	5	4	3	4
Chorley BC	6	6	0	0	0	1	0	0	0	0	1	3	1	2	4	0
Fylde BC	15	11	0	0	2	1	0	0	0	0	7	5	4	3	2	2
Hyndburn BC	11	8	0	0	4	2	0	0	0	0	3	3	1	2	3	1
Lancashire CC	63	55	1	0	12	12	0	0	0	0	26	22	12	12	12	9
Lancaster City C	24	23	2*	0	1	2	0	0	0	0	10	11	4	4	7	6
Pendle BC	14	17	0	0	2	3	0	0	0	0	6	7	6	2	0	5
Preston City C	21	11	0	0	1	0	0	0	0	0	5	6	9	4	6	1
Ribble Valley BC	7	8	0	1	1	1	0	0	0	0	5	5	1	0	0	1
Rosendale BC	14	26	0	2*	3	8	0	0	0	0	6	10	4	5	1	1
South Ribble BC	4	4	0	0	0	0	0	0	0	0	1	3	3	1	0	0
West Lancashire DC	13	13	0	0	3	0	0	0	0	0	3	9	4	3	3	1
Wyre BC	12	15	0	0	0	3	0	0	0	0	8	9	1	2	3	1
Leicestershire and Rutland																
Blaby DC	8	4	0	0	0	1	0	0	0	0	3	1	4	0	1	2
Charnwood BC	11	23	0	0	1	5	0	0	0	0	7	12	1	6	2	0
Harborough DC	6	14	0	0	0	3	0	0	0	0	4	6	1	3	1	2
Hinckley & Bosworth BC	9	13	0	0	1	1	0	0	0	0	2	4	4	6	2	2
Leicester City C	94	69	0	1	22	10	0	0	0	0	32	29	24	13	16	16
Leicestershire CC	13	23	0	0	2	3	0	0	0	0	5	12	5	2	1	6
Melton BC	9	11	0	0	0	1	0	0	0	0	8	10	1	0	0	0
North West Leicestershire DC	27	8	0	0	6	1	0	0	0	0	15	4	3	2	3	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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
Oadby & Wigston BC	3	2	0	0	0	0	0	0	0	0	2	1	0	1	1	0
Rutland CC	11	5	0	0	4	2	0	0	0	0	1	0	3	1	3	2
Lincolnshire																
Boston BC	14	7	0	0	1	0	0	0	0	0	5	5	1	1	7	1
East Lindsey DC	42	51	0	0	3	6	0	0	0	0	26	24	7	12	6	9
Lincoln City C	15	12	0	0	3	0	0	0	0	0	3	7	6	3	3	2
Lincolnshire CC	35	36	0	0	4	7	0	0	0	0	12	16	8	7	11	6
North East Lincolnshire C	24	20	0	0	3	2	0	0	0	0	11	9	6	6	4	3
North Kesteven DC	20	15	0	0	3	1	0	0	0	0	11	12	4	2	2	0
North Lincolnshire C	25	27	0	0	4	10	0	0	0	0	12	8	7	6	2	3
South Holland DC	9	8	0	0	2	2	0	0	0	0	5	4	2	2	0	0
South Kesteven DC	15	16	0	0	3	3	0	0	0	0	5	7	3	3	4	3
West Lindsey DC	10	11	0	0	1	6	0	0	0	0	3	4	1	1	5	0
London																
Barking & Dagenham LB	49	49	0	0	18	12	0	0	0	0	6	10	14	15	11	12
Barnet LB	102	126	0	1	25	22	0	0	0	0	46	51	16	20	15	32
Bexley LB	25	23	0	0	2	5	0	0	0	0	12	12	6	3	5	3
Brent LB	112	131	0	2	20	25	0	0	0	0	35	41	35	30	22	33
Bromley LB	47	72	0	0	9	14	0	0	0	0	15	29	8	10	15	19
Camden LB	156	184	0	0	44	58	0	0	0	0	38	36	41	41	33	49
City of London Corporation	7	6	0	0	0	1	0	0	0	0	3	1	2	0	2	4
Croydon LB	108	105	1	2	23	25	0	0	0	0	31	29	18	22	35	27
Ealing LB	178	149	3	1	57	60	0	0	0	0	42	39	30	29	46	20
Enfield LB	76	78	0	2*	19	19	0	0	0	0	24	27	15	21	18	9
Greater London Authority	0	6	0	0	0	0	0	0	0	0	0	1	0	1	0	4
Greenwich LB	69	72	2*	0	17	22	0	0	0	0	25	21	13	21	12	8
Hackney LB	181	173	0	3	61	44	0	0	0	0	30	61	44	32	46	33
Hammersmith & Fulham LB	56	79	0	0	16	22	0	0	0	0	22	29	7	10	11	18
Haringey LB	177	125	1	0	55	28	0	0	0	0	48	42	39	30	34	25
Harrow LB	59	52	0	0	14	15	0	0	0	0	21	16	6	5	18	16
Havering LB	73	79	1	14*	20	15	0	0	0	0	20	25	17	16	15	9
Hillingdon LB	64	55	0	1	11	10	0	0	0	0	20	19	17	15	16	10
Hounslow LB	136	105	2	0	39	38	0	0	0	0	45	26	31	24	19	17
Islington LB	154	150	1	0	48	57	0	0	0	0	49	41	21	19	35	33
Kensington & Chelsea RB	54	51	0	0	13	6	0	0	0	0	22	20	6	10	13	15
Kingston upon Thames RB	31	28	0	0	6	5	0	0	0	0	10	13	7	7	8	3
Lambeth LB	336	277	0	1	135	122	0	0	0	0	75	72	56	36	70	46
Lewisham LB	108	121	0	0	24	36	0	0	0	0	38	43	18	26	28	16
Merton LB	68	64	3*	0	19	21	0	0	0	0	20	18	16	19	10	6
Newham LB	101	110	0	1	35	32	0	0	0	0	19	23	10	26	37	28
Redbridge LB	123	73	0	0	28	17	0	0	0	0	46	34	24	15	25	7
Richmond upon Thames LB	48	31	0	0	7	9	0	0	0	0	16	11	19	4	6	7
Southwark LB	182	213	0	0	73	85	0	0	0	0	36	49	30	35	43	44
Sutton LB	33	40	0	0	7	11	0	0	0	0	9	14	11	11	6	4
Tower Hamlets LB	88	82	0	0	16	24	0	0	0	0	37	24	12	15	23	19
Waltham Forest LB	110	111	0	1	32	32	0	0	0	0	30	39	23	18	25	21

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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
Wandsworth LB	63	84	0	2	10	16	0	0	0	0	27	32	5	16	21	18
Westminster City C	171	196	0	1	51	55	0	0	0	0	49	48	24	35	47	57
Merseyside																
Knowsley MBC	20	20	0	0	5	1	0	0	0	0	4	12	7	4	4	3
Liverpool City C	118	121	0	1	27	46	0	0	0	0	40	39	33	19	18	16
Sefton MBC	18	88	0	0	2	37	0	0	0	0	7	30	7	11	2	10
St Helens MBC	51	28	0	0	11	1	0	1	0	0	18	18	10	5	12	3
Wirral MBC	65	78	1	0	14	8	0	0	0	0	23	22	20	41	7	7
Norfolk																
Breckland DC	19	22	0	1	1	1	0	0	0	0	13	15	4	4	1	1
Broadland DC	13	11	0	0	2	0	0	0	0	0	7	7	1	2	3	2
Great Yarmouth BC	22	19	0	0	2	6	0	0	0	0	13	8	2	1	5	4
King's Lynn & West Norfolk BC	20	26	1	0	0	3	0	0	0	0	12	15	4	6	3	2
Norfolk CC	30	33	0	0	8	4	0	0	0	0	8	15	7	4	7	10
North Norfolk DC	36	36	0	10*	2	4	0	0	0	0	10	15	20	4	4	3
Norwich City C	18	26	0	0	4	10	0	0	0	0	4	12	3	2	7	2
South Norfolk DC	9	15	0	0	2	0	0	0	0	0	2	7	1	5	4	3
North Yorkshire																
Craven DC	5	5	0	0	0	1	0	0	0	0	1	1	3	3	1	0
Hambleton DC	17	18	0	0	1	3	0	0	0	0	11	11	5	2	0	2
Harrogate BC	30	21	0	1	0	3	0	0	0	0	18	9	8	4	4	4
North Yorkshire CC	34	27	1	0	6	2	0	0	0	0	9	9	8	9	10	7
Richmondshire DC	15	14	0	0	0	2	0	0	0	0	11	10	2	1	2	1
Ryedale DC	1	5	0	0	0	0	1	0	0	0	0	2	0	2	0	1
Scarborough BC	33	35	0	0	3	2	0	0	0	0	16	20	11	7	3	6
Selby DC	24	17	2	0	4	0	0	0	0	0	7	9	9	5	2	3
York C, City of	45	53	0	0	2	15	0	0	0	0	24	23	12	14	7	1
Northamptonshire																
Corby BC	15	16	0	0	6	8	0	0	0	0	3	7	3	0	3	1
Daventry DC	10	14	0	0	5	1	0	0	0	0	4	8	0	0	1	5
East Northamptonshire DC	11	9	0	1	2	1	0	0	0	0	6	3	0	1	3	3
Kettering BC	23	13	0	0	7	2	0	0	0	0	6	5	6	2	4	4
Northampton BC	50	56	1	0	18	22	0	0	0	0	11	11	9	16	11	7
Northamptonshire CC	42	44	0	3	10	18	0	0	0	0	16	8	14	6	2	9
South Northamptonshire DC	11	9	0	0	2	1	0	0	0	0	3	3	3	2	3	3
Wellingborough BC	18	7	0	0	3	2	0	0	0	0	11	3	2	2	2	0
Northumberland																
Alnwick DC	6	7	0	0	0	0	0	0	0	0	3	3	3	1	0	3
Berwick-upon-Tweed BC	7	7	0	0	2	0	0	0	0	0	0	5	3	2	2	0
Blyth Valley BC	9	6	0	0	1	2	0	0	0	0	4	2	1	1	3	1
Castle Morpeth BC	13	10	0	0	3	2	0	0	0	0	7	4	0	3	3	1
Northumberland CC	13	20	0	1	3	8	0	0	0	0	5	4	2	3	3	4
Tynedale DC	11	5	0	1	1	1	0	0	0	0	6	1	3	1	1	1
Wansbeck DC	5	7	0	0	3	2	0	0	0	0	1	1	0	1	1	3
Nottinghamshire																

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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
Ashfield DC	21	4	0	0	2	0	0	0	0	0	12	1	4	1	3	2
Bassetlaw DC	16	24	0	0	6	3	0	0	0	0	5	15	3	4	2	2
Broxtowe BC	3	8	0	0	0	0	0	0	0	0	1	4	1	2	1	2
Gedling BC	14	17	0	0	4	2	0	0	0	0	9	10	0	3	1	2
Mansfield DC	10	12	0	0	0	1	0	0	0	0	6	7	0	2	4	2
Newark & Sherwood DC	15	19	0	0	2	6	0	0	0	0	5	6	5	5	3	2
Nottingham City C	74	55	1	1	23	12	0	0	0	0	21	20	14	12	15	10
Nottinghamshire CC	36	25	0	1	7	2	0	0	0	0	7	12	11	5	11	5
Rushcliffe BC	9	8	0	0	1	1	0	0	0	0	4	2	1	2	3	3
Oxfordshire																
Cherwell DC	10	16	0	0	0	0	0	0	0	0	8	11	1	3	1	2
Oxford City C	27	30	0	2	7	7	0	0	0	0	13	3	2	5	5	13
Oxfordshire CC	15	11	0	0	3	3	0	0	0	0	5	4	5	1	2	3
South Oxfordshire DC	13	20	0	0	1	1	0	0	0	0	7	8	2	4	3	7
Vale of the White Horse DC	8	8	0	0	2	0	0	0	0	0	1	5	5	0	0	3
West Oxfordshire DC	6	12	0	0	2	0	0	0	0	0	1	8	2	2	1	2
Shropshire																
Bridgnorth DC	9	7	0	0	0	0	0	0	0	0	3	4	1	3	5	0
North Shropshire DC	20	28	0	0	3	4	0	0	0	0	10	13	5	4	2	7
Oswestry BC	11	13	1	0	1	0	0	0	0	0	6	0	2	13	1	0
Shrewsbury & Atcham BC	14	11	0	0	2	0	0	0	0	0	6	2	2	0	4	9
Shropshire CC	12	15	0	0	0	3	0	0	0	0	8	6	2	3	2	3
South Shropshire DC	12	15	0	0	0	1	0	0	0	0	4	4	5	8	3	2
Telford & Wrekin C, Borough of	22	17	0	0	0	2	0	0	0	0	10	10	5	1	7	4
Somerset																
Bath & North East Somerset C	30	31	3	0	4	3	0	0	0	0	9	12	11	8	3	8
Mendip DC	22	14	0	0	5	4	0	0	0	0	9	7	3	3	5	0
North Somerset C	46	51	0	2*	5	13	0	0	0	0	26	17	8	15	7	4
Sedgemoor DC	13	14	0	1	1	2	0	0	0	0	4	7	5	3	3	1
Somerset CC	34	31	0	0	2	7	0	0	0	0	23	10	2	7	7	7
South Somerset DC	35	27	1	0	2	5	0	0	0	0	8	11	19	9	5	2
Taunton Deane BC	16	18	0	0	5	4	0	0	0	0	8	10	3	3	0	1
West Somerset DC	6	4	0	0	1	0	0	0	0	0	3	1	1	1	1	2
South Yorkshire																
Barnsley MBC	102	81	0	0	22	28	0	0	0	0	38	29	24	12	18	12
Doncaster MBC	85	62	1	0	22	14	0	0	0	0	30	27	21	13	11	8
Rotherham MBC	47	61	0	0	13	13	0	0	0	0	17	29	11	12	6	7
Sheffield City C	147	100	1	1	43	28	0	0	0	0	57	30	26	27	20	14
Staffordshire																
Cannock Chase DC	10	17	0	0	2	1	0	0	0	0	4	3	2	12	2	1
East Staffordshire DC	6	7	0	0	0	0	0	0	0	0	2	4	3	1	1	2
Lichfield DC	11	16	0	0	0	1	0	0	0	0	10	13	1	0	0	2
Newcastle-under-Lyme BC	16	23	0	2*	3	3	0	0	0	0	11	6	0	6	2	6
South Staffordshire DC	5	8	0	0	0	3	0	0	0	0	2	3	1	1	2	1
Stafford BC	17	77	0	1	4	7	0	0	0	0	5	5	2	4	6	60

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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
Staffordshire CC	49	116	0	4*	9	5	0	0	0	0	23	24	12	78	5	5
Staffordshire Moorlands DC	10	17	0	0	1	3	0	0	0	0	5	5	3	8	1	1
Stoke-on-Trent City C	51	40	0	0	3	1	0	0	0	0	24	19	16	8	8	12
Tamworth BC	15	8	0	0	2	0	0	0	0	0	10	5	2	2	1	1
Suffolk																
Babergh DC	7	12	0	0	2	1	0	0	0	0	1	6	2	2	2	3
Forest Heath DC	9	11	2*	0	3	0	0	0	0	0	2	5	1	2	1	4
Ipswich BC	21	23	0	0	1	3	0	0	0	0	9	7	8	9	3	4
Mid Suffolk DC	20	12	0	0	5	2	0	0	0	0	7	5	6	4	2	1
St Edmundsbury BC	11	8	0	0	1	0	0	0	0	0	4	4	4	3	2	1
Suffolk CC	31	29	0	0	6	6	0	0	0	0	6	8	10	4	9	11
Suffolk Coastal DC	18	49	0	0	3	2	0	0	0	0	11	5	2	39	2	3
Waveney DC	26	25	0	0	5	5	0	0	0	0	10	10	7	6	4	4
Surrey																
Elmbridge BC	22	18	0	0	2	3	0	0	0	0	9	8	6	4	5	3
Epsom & Ewell BC	7	7	0	0	2	1	0	0	0	0	3	4	2	2	0	0
Guildford BC	15	11	0	0	1	1	0	0	0	0	8	4	4	4	2	2
Mole Valley DC	12	8	0	0	5	0	0	0	0	0	4	2	2	4	1	2
Reigate & Banstead BC	13	13	0	0	1	2	0	0	0	0	7	7	2	0	3	4
Runnymede BC	10	24	0	0	0	1	0	0	0	0	7	16	1	6	2	1
Spelthorne BC	5	10	0	0	1	3	0	0	0	0	2	4	1	1	1	2
Surrey CC	81	64	0	1	21	14	0	0	0	0	18	12	27	21	15	16
Surrey Heath BC	10	14	0	0	3	2	0	0	0	0	1	7	2	4	4	1
Tandridge DC	13	18	0	1	1	6	0	0	0	0	7	3	5	4	0	4
Waverley BC	30	28	0	0	4	10	0	0	0	0	15	4	6	4	5	10
Woking BC	13	15	3*	0	2	0	0	0	0	0	4	5	1	6	3	4
Tyne and Wear																
Gateshead MBC	52	51	0	1	12	9	0	0	0	0	15	26	14	8	11	7
Newcastle upon Tyne City C	62	55	0	0	16	16	0	0	0	0	27	21	15	9	4	9
North Tyneside MBC	35	33	0	1	4	6	0	0	0	0	12	16	12	3	7	7
South Tyneside MBC	50	53	0	0	15	17	0	0	0	0	23	28	7	4	5	4
Sunderland City C	38	22	0	0	5	7	0	0	0	0	15	9	10	4	8	2
Warwickshire																
North Warwickshire BC	3	2	0	0	1	0	0	0	0	0	2	2	0	0	0	0
Nuneaton & Bedworth BC	14	17	0	0	5	4	0	0	0	0	6	8	1	4	2	1
Rugby BC	15	13	0	0	1	2	0	0	0	0	9	7	4	3	1	1
Stratford-on-Avon DC	26	16	0	0	5	5	0	0	0	0	13	5	4	4	4	2
Warwick DC	18	14	0	0	4	4	0	0	0	0	9	7	4	1	1	2
Warwickshire CC	37	27	0	0	6	9	0	0	0	0	19	13	7	4	5	1
West Midlands																
Birmingham City C	386	231	2	2*	136	93	0	0	0	0	112	58	82	47	54	31
Coventry City C	59	36	1	0	10	12	0	0	0	0	25	12	14	4	9	8
Dudley MBC	71	63	6*	0	14	15	0	0	0	0	36	31	3	6	12	11
Sandwell MBC	94	105	1	1	28	29	0	0	0	0	32	22	24	18	9	35
Solihull MBC	41	23	0	0	8	9	0	0	0	0	19	7	9	5	5	2

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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
Walsall MBC	41	42	0	0	9	15	0	0	0	0	14	10	6	8	12	9
Wolverhampton City C	40	40	1	0	7	7	0	0	0	0	17	14	8	5	7	14
West Sussex																
Adur DC	12	13	0	0	0	1	0	0	0	0	10	5	2	5	0	2
Arun DC	23	26	0	0	2	6	0	0	0	0	10	9	5	6	6	5
Chichester DC	15	19	0	0	2	0	0	0	0	0	8	13	3	5	2	1
Crawley BC	17	27	0	0	3	3	0	0	0	0	11	14	3	8	0	2
Horsham DC	16	22	0	0	6	2	0	0	0	0	3	9	6	6	1	5
Mid Sussex DC	12	15	0	0	3	3	0	0	0	0	6	5	1	5	2	2
West Sussex CC	50	30	0	0	12	6	0	0	0	0	13	9	15	7	10	8
Worthing BC	13	5	0	0	2	2	0	0	0	0	7	1	4	1	0	1
West Yorkshire																
Bradford City C	80	74	1	0	16	20	0	1	0	0	29	30	23	9	11	14
Calderdale MBC	35	26	0	0	9	1	0	0	0	0	14	14	7	2	5	9
Kirklees MC	102	96	0	2	20	13	0	0	0	0	40	55	25	9	17	17
Leeds City C	203	245	1	1	68	86	0	0	0	0	74	91	37	40	23	27
Wakefield City C	74	37	0	0	14	13	0	0	0	0	40	10	11	10	9	4
Wiltshire																
Kennet DC	7	9	0	0	1	2	0	0	0	0	3	5	2	2	1	0
North Wiltshire DC	23	14	0	1	7	6	0	0	0	0	5	3	6	2	5	2
Salisbury DC	11	14	0	0	5	3	0	0	0	0	2	4	0	1	4	6
Swindon BC	36	39	0	0	14	16	0	0	0	0	9	8	2	5	11	10
West Wiltshire DC	18	17	4*	0	2	5	0	0	0	0	9	8	1	2	2	2
Wiltshire CC	23	20	1	0	6	8	0	0	0	0	6	5	4	3	6	4
Worcestershire																
Bromsgrove DC	22	23	0	0	1	7	0	0	0	0	13	11	5	1	3	4
Malvern Hills DC	7	12	0	0	1	1	0	0	0	0	4	8	2	0	0	3
Redditch BC	9	9	0	0	3	2	0	0	0	0	3	4	0	0	3	3
Worcester City C	10	7	0	0	1	0	0	0	0	0	6	5	2	1	1	1
Worcestershire CC	30	22	0	0	3	5	0	0	0	0	15	10	5	4	7	3
Wychavon DC	14	13	0	0	1	1	0	0	0	0	7	7	4	2	2	3
Wyre Forest DC	7	10	0	0	0	1	0	0	0	0	3	3	2	5	2	1
National park authorities																
Broads Authority	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Dartmoor National Park Authority	3	1	0	0	0	0	0	0	0	0	1	0	0	1	2	0
Lake District National Park Authority	5	13	0	0	0	2	0	0	0	0	1	3	3	5	1	3
North York Moors National Park Authority	8	0	0	0	0	0	0	0	0	0	6	0	1	0	1	0
Peak District National Park Authority	11	6	0	1	0	1	0	0	0	0	3	1	1	1	7	2
Wyre Forest DC	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0
Police authorities																

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	
	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07	2007/08	2006/07
London Councils Transport & Environment Committee	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0
London Development Agency	2	1	0	0	0	0	0	0	0	0	2	0	0	0	0	1
London TravelWatch	3	1	0	0	0	1	0	0	0	0	2	0	0	0	1	0
Merseyside Passenger Transport Authority	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Authority	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
National Parking Adjudication Service (NPAS)	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Crematorium Board	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Parking & Traffic Appeals Service Committee	0	5	0	0	0	0	0	0	0	0	0	1	0	1	0	3
Committee	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
South Yorkshire Passenger Transport Authority	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Stonebridge Housing Action Trust (former authority)	4	4	0	1	3	1	0	0	0	0	0	1	1	1	1	0
Transport for London	170	145	0	0	34	14	0	0	0	0	47	56	27	18	62	57
West Midlands Passenger Transport Authority	1	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0
West Yorkshire Joint Services	1	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0
West Yorkshire Trading Standards Service	1	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0
Schools (foundation and voluntary aided)																
Schools (foundation and volunt:	351	289	26*	5*	85	101	0	0	0	0	115	111	109	56	16	16