

# Analysis of complaints statistics for 2007/08

Table 1: Subjects of complaints received 2007/08

	Tony Redmond	Jerry White	Anne Seex	Totals
<b>Planning and building control:</b>				
Planning applications	839	1,207	900	2,946
Enforcement	121	203	290	614
Trees	47	71	46	164
Building control	22	37	35	94
Planning advice	25	25	25	75
Forward planning	7	6	24	37
<b>Total planning</b>	<b>1,061</b>	<b>1,549</b>	<b>1,320</b>	<b>3,930</b>
<b>Housing:</b>				
Housing repairs	404	499	407	1,310
Housing allocations	338	266	251	855
Managing tenancies	274	174	189	637
Homelessness	142	103	80	325
Housing sales/leaseholds	166	91	75	332
Regeneration and improvement	18	19	90	127
Private housing: grants	32	34	41	107
Private housing: repair notices	12	10	14	36
Private housing: landlord behaviour	0	5	7	12
<b>Total housing</b>	<b>1,386</b>	<b>1,201</b>	<b>1,154</b>	<b>3,741</b>
<b>Transport and highways:</b>				
Parking	485	227	135	847
Highway management	265	277	242	784
Traffic management	117	16	41	174
Rights of way	41	19	46	106
Public transport	60	14	16	90
Harbours and waterways	2	4	1	7
<b>Total transport and highways</b>	<b>970</b>	<b>555</b>	<b>481</b>	<b>2,008</b>
<b>Social care:</b>				
Adult care services	191	233	255	679
Children and family services	236	235	266	737
<b>Total social care</b>	<b>427</b>	<b>468</b>	<b>521</b>	<b>1,416</b>
<b>Education:</b>				
School admissions	411	274	257	942
Special educational needs	80	62	49	191
School transport	21	33	42	96
Exclusions	28	14	14	56
Student support	11	14	6	31
Education general	62	67	64	193
<b>Total education</b>	<b>613</b>	<b>464</b>	<b>432</b>	<b>1,509</b>
<b>Benefits:</b>				
Housing benefit	352	285	206	843
Council tax benefit	41	42	78	161
<b>Total benefits</b>	<b>393</b>	<b>327</b>	<b>284</b>	<b>1,004</b>
<b>Public finance (inc Local taxation)</b>				
Local taxation	387	439	262	1,088
Other public finance	5	16	9	30
<b>Total public finance</b>	<b>392</b>	<b>455</b>	<b>271</b>	<b>1,118</b>
<b>Other categories:</b>				
Antisocial behaviour	235	251	218	704
Environmental health	94	114	101	309
Waste management	82	106	119	307
Land	60	101	96	257
Contracts and business matters	34	32	38	104
Licensing	25	41	60	126
Leisure and culture	58	62	75	195
Employment and pensions	47	46	73	166
Drainage	33	51	65	149
Consumer affairs	22	19	26	67
Access to information	15	14	16	45
Elections and electoral register	9	12	13	34
Death	7	14	21	42
Environmental protection	1	3	5	9
Miscellaneous	87	117	184	388
<b>Total other</b>	<b>809</b>	<b>983</b>	<b>1,110</b>	<b>2,902</b>
<b>Overall totals</b>	<b>6,051</b>	<b>6,004</b>	<b>5,573</b>	<b>17,628</b>

Table 2: Analysis of outcome of complaints 2007/08

	<b>Tony Redmond</b>	<b>Jerry White</b>	<b>Anne Seex</b>	<b>Totals</b>
Local settlements	1,118	892	929	<b>2,939</b>
Maladministration causing injustice (issued report)	42	55	21	<b>118</b>
Maladministration, no injustice (issued report)	0	0	1	<b>1</b>
No maladministration (issued report)	0	0	0	<b>0</b>
No or insufficient evidence of maladministration (without report)	1,657	1,725	1,642	<b>5,024</b>
Ombudsman's discretion not to pursue complaint	1,014	903	970	<b>2,887</b>
Premature complaints	1,426	1,641	1,917	<b>4,984</b>
Outside jurisdiction	947	859	683	<b>2,489</b>
<b>Totals</b>	<b>6,204</b>	<b>6,075</b>	<b>6,163</b>	<b>18,442</b>

Table 3: Subjects of investigation reports 2007/08

	Tony Redmond	Jerry White	Anne Seex	Totals
<b>Planning and building control:</b>				
Planning applications	10	19	5	34
Enforcement	2	8	2	12
Planning advice	-	1	-	1
Trees	-	1	-	1
<b>Total planning</b>	<b>12</b>	<b>29</b>	<b>7</b>	<b>48</b>
<b>Housing:</b>				
Housing repairs	4	1	1	6
Housing allocations	3	-	2	5
Managing tenancies	-	1	-	1
Homelessness	-	1	-	1
Housing sales/leaseholds	-	-	1	1
Regeneration and improvement	-	2	-	2
Private housing: grants	-	-	1	1
<b>Total housing</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>17</b>
<b>Transport and highways</b>				
Rights of way	-	1	-	1
<b>Total transport and highways</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>
<b>Social services:</b>				
Adult care services	1	3	3	7
Children and family services	-	1	2	3
<b>Total social services</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>10</b>
<b>Education:</b>				
School admissions	15	9	1	25
School exclusions	-	-	1	1
Special educational needs	4	1	-	5
School transport	-	-	1	1
<b>Total education</b>	<b>19</b>	<b>10</b>	<b>3</b>	<b>32</b>
<b>Benefits:</b>				
Housing benefit	2	1	-	3
<b>Total benefits</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>3</b>
<b>Public finance (including local taxation)</b>				
Local taxation	-	1	-	1
<b>Total public finance</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>
<b>Other categories:</b>				
Antisocial behaviour	-	2	-	2
Environmental health	1	2	-	3
Licensing	-	-	1	1
Leisure and culture	-	-	1	1
<b>Total other</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>7</b>
<b>Overall totals</b>	<b>42</b>	<b>55</b>	<b>22</b>	<b>119</b>

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