

## LOCAL AUTHORITY REPORT - Dudley MBC

For the period ending 31/03/2005

Complaints received by subject area	Education	Highways	Housing (not incl. HB)	Housing Benefit	Local Taxation	Other	Planning	Social Services	Total
01/04/2004 - 31/03/2005	11	1	34	1	1	7	11	6	72
2003 / 2004	5	1	28	4	3	6	13	4	64
2002 / 2003	4	0	21	1	0	9	20	3	58

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

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Premature complaints	Total excl premature	Total
01/04/2004 - 31/03/2005	0	19	0	0	29	11	7	12	66	78
2003 / 2004	0	2	0	0	28	7	4	18	41	59
2002 / 2003	2	7	0	0	22	7	7	10	45	55

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

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
01/04/2004 - 31/03/2005	43	33.2
2003 / 2004	25	49.9
2002 / 2003	27	28.5

## Average local authority response times 01/04/2004 to 31/03/2005

Types of authority	<= 21 days %	22 - 28 days %	>= 29 days %
District Councils	22	38	40
Unitary Authorities	11	24	65
Metropolitan Authorities	17	44	39
County Councils	12	59	29
London Boroughs	9	21	70
National Park Authorities	60	20	20