

LOCAL AUTHORITY REPORT - Southend-on-Sea BC

For the period ending 31/03/2004

Complaints received by category	Education	Highways	Housing (not incl; HB)	Housing Benefit	Local Taxation	Other	Planning	Social Services	Total
01/04/2003 - 31/03/2004	3	11	7	7	3	2	8	5	46
2002 / 2003	4	24	2	4	3	6	17	3	63
2001 / 2002	1	6	4	10	8	13	6	3	51

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	OJ	Prem	Tot ex prem	Total
01/04/2003 - 31/03/2004	0	5	0	0	23	12	6	8	46	54
2002 / 2003	0	5	0	0	20	4	8	19	37	56
2001 / 2002	0	8	0	0	12	9	7	12	36	48

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
01/04/2003 - 31/03/2004	21	27.6
2002 / 2003	21	46.1
2001 / 2002	14	30.4