

Authority	Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld*	Total
Adur DC	0	4	0	5	6	0	100.0%	15
Allerdale BC	0	3	1	5	1	5	16.7%	15
Amber Valley BC	0	6	3	7	3	7	30.0%	26
Arun DC	0	10	2	9	2	2	50.0%	25
Ashfield DC	3	10	1	4	3	4	42.9%	25
Ashford BC	1	12	1	7	3	3	50.0%	27
Aylesbury Vale DC	0	13	1	13	0	8	0.0%	35
Babergh DC	1	2	0	3	0	5	0.0%	11
Barking & Dagenham	14	36	3	48	11	9	55.0%	121
Barnet LB	14	67	3	79	14	10	58.3%	187
Barnsley MBC	2	18	6	29	5	14	26.3%	74
Barrow BC	3	6	0	5	2	2	50.0%	18
Basildon BC	7	8	1	21	1	6	14.3%	44
Basingstoke & Deane	1	6	2	5	0	2	0.0%	16
Bassetlaw DC	2	8	0	6	3	4	42.9%	23
Bath & NE Somerset C	2	12	1	14	1	10	9.1%	40
Bedford BC	1	10	4	18	6	4	60.0%	43
Bexley LB	0	28	2	38	10	12	45.5%	90
Birmingham City C	52	131	22	254	82	43	65.6%	584
Blaby DC	0	8	0	1	1	0	100.0%	10
Blackburn w/Darwen	2	11	0	21	4	4	50.0%	42
Blackpool BC	4	11	2	25	11	5	68.8%	58
Bolsover DC	2	6	1	9	1	1	50.0%	20
Bolton MBC	2	28	4	36	9	12	42.9%	91
Boston BC	0	4	0	4	0	1	0.0%	9
Bournemouth BC	4	10	3	29	6	12	33.3%	64
Bracknell Forest C	2	9	1	10	0	2	0.0%	24
Braintree DC	0	5	1	7	2	4	33.3%	19
Breckland DC	1	4	0	7	3	2	60.0%	17
Brent LB	10	48	6	77	11	15	42.3%	167
Brentwood BC	2	2	1	10	2	3	40.0%	20
Brighton & Hove City	4	33	4	53	12	17	41.4%	123
Bristol City C	15	55	4	46	24	16	60.0%	160
Broadland DC	0	7	0	6	4	5	44.4%	22
Broads Authority	0	3	0	0	0	0		3
Bromley LB	2	42	3	74	14	20	41.2%	155
Bromsgrove DC	0	8	0	7	1	4	20.0%	20
Broxbourne BC	0	3	0	7	3	0	100.0%	13
Broxtowe BC	1	6	1	6	4	2	66.7%	20

Authority	Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld*	Total
Buckinghamshire CC	2	56	11	22	7	6	53.8%	104
Burnley BC	0	7	0	8	0	2	0.0%	17
Bury MBC	0	16	1	16	8	7	53.3%	48
Calderdale MBC	3	19	3	19	8	8	50.0%	60
Cambridge City C	2	3	1	5	2	2	50.0%	15
Cambridgeshire CC	1	15	5	24	9	20	31.0%	74
Camden LB	24	66	2	37	20	16	55.6%	165
Cannock Chase DC	0	2	0	8	0	1	0.0%	11
Canterbury City C	2	6	0	22	1	4	20.0%	35
Carlisle City C	0	2	0	0	0	0		2
Castle Point BC	1	2	0	3	4	5	44.4%	15
Central Bedfordshire	2	23	3	28	4	13	23.5%	73
Charnwood BC	2	11	0	9	2	2	50.0%	26
Chelmsford City C	0	6	1	7	1	4	20.0%	19
Cheltenham BC	1	8	0	6	4	5	44.4%	24
Cherwell DC	0	7	0	8	2	4	33.3%	21
Cheshire East C	3	37	3	50	17	21	44.7%	131
Cheshire W & Chester	1	34	2	39	13	17	43.3%	106
Chesterfield BC	0	7	0	7	0	3	0.0%	17
Chichester DC	0	8	0	6	1	1	50.0%	16
Chiltern DC	0	4	0	5	0	1	0.0%	10
Chorley BC	0	2	0	3	1	2	33.3%	8
Christchurch BC	0	3	0	6	0	1	0.0%	10
City of Bradford MDC	7	37	8	62	14	22	38.9%	150
City of London	2	2	0	1	0	1	0.0%	6
Colchester BC	4	6	1	8	2	2	50.0%	23
Copeland BC	1	7	0	5	1	6	14.3%	20
Corby BC	1	2	0	10	4	0	100.0%	17
Cornwall Council	3	70	14	67	36	32	52.9%	222
Cotswold DC	0	5	0	3	0	4	0.0%	12
County Durham C	6	69	3	48	25	26	49.0%	177
Coventry City C	1	25	9	56	10	9	52.6%	110
Craven DC	1	3	0	10	0	2	0.0%	16
Crawley BC	1	6	1	8	2	4	33.3%	22
Croydon LB	10	71	6	121	37	23	61.7%	268
Cumbria CC	0	13	3	21	6	5	54.5%	48
Dacorum BC	1	4	3	12	1	4	20.0%	25
Darlington BC	0	6	2	7	3	5	37.5%	23
Dartford BC	0	10	1	7	2	1	66.7%	21
Dartmoor NPA	1	2	0	0	0	4	0.0%	7
Daventry DC	2	2	0	7	3	4	42.9%	18
Derby City C	2	34	1	25	9	10	47.4%	81
Derbyshire CC	0	26	2	36	11	8	57.9%	83

Authority	Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld*	Total
Derbyshire Dales DC	1	3	1	4	0	1	0.0%	10
Devon CC	4	36	4	30	27	40	40.3%	141
Doncaster MBC	5	33	1	33	12	10	54.5%	94
Dorset CC	1	17	2	19	5	12	29.4%	56
Dover DC	2	9	0	11	3	5	37.5%	30
Dudley MBC	4	25	1	38	3	16	15.8%	87
Ealing LB	12	63	6	86	39	21	65.0%	227
East Cambs DC	1	3	0	8	0	2	0.0%	14
East Devon DC	0	15	0	11	4	11	26.7%	41
East Dorset DC	0	5	1	6	3	1	75.0%	16
East Hampshire DC	0	7	0	0	1	3	25.0%	11
East Herts DC	0	4	0	6	0	1	0.0%	11
East Lindsey DC	0	11	0	14	1	10	9.1%	36
East Northants C	1	7	1	3	1	2	33.3%	15
East Riding of Yorks	3	29	1	40	10	15	40.0%	98
East Staffs BC	0	5	1	3	0	3	0.0%	12
East Sussex CC	1	33	6	31	19	21	47.5%	111
Eastbourne BC	1	7	1	12	0	0		21
Eastleigh BC	0	4	2	6	2	2	50.0%	16
Eden DC	0	4	0	2	2	0	100.0%	8
Elmbridge BC	0	7	1	17	2	3	40.0%	30
Enfield LB	7	36	5	66	23	16	59.0%	153
Epping Forest DC	4	5	2	10	0	1	0.0%	22
Epsom & Ewell BC	0	8	1	6	3	3	50.0%	21
Erewash BC	1	1	0	5	3	2	60.0%	12
Essex CC	1	53	7	60	30	16	65.2%	167
Exeter City C	3	6	1	8	3	3	50.0%	24
Fareham BC	0	6	0	4	0	3	0.0%	13
Fenland DC	1	7	1	7	4	1	80.0%	21
Forest Heath DC	0	2	0	1	1	1	50.0%	5
Forest of Dean DC	0	2	0	8	0	2	0.0%	12
Fylde BC	0	6	1	6	0	2	0.0%	15
Gateshead MBC	10	14	3	24	9	9	50.0%	69
Gedling BC	0	11	1	5	0	2	0.0%	19
Gloucester City C	0	1	0	4	0	0		5
Gloucestershire CC	0	18	0	30	7	15	31.8%	70
Gosport BC	0	4	0	8	0	1	0.0%	13
Gravesham BC	3	4	1	12	1	1	50.0%	22
Great Yarmouth BC	2	1	0	9	1	1	50.0%	14
Greenwich LB	16	33	6	45	14	11	56.0%	125
Guildford BC	3	7	0	8	2	2	50.0%	22
Hackney LB	24	47	9	67	31	6	83.8%	184
Halton C	0	10	0	10	3	6	33.3%	29

Authority	Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld*	Total
Hambleton DC	1	5	0	7	1	1	50.0%	15
Hammersmith & Fulham	11	57	4	40	11	12	47.8%	135
Hampshire CC	3	32	3	27	10	15	40.0%	90
Harborough DC	0	4	0	5	4	5	44.4%	18
Haringey LB	17	72	3	83	32	23	58.2%	230
Harlow DC	2	4	0	7	1	2	33.3%	16
Harrogate BC	1	6	0	8	3	0	100.0%	18
Harrow LB	5	56	4	61	21	17	55.3%	164
Hart DC	0	1	1	3	0	0		5
Hartlepool BC	0	10	2	9	1	3	25.0%	25
Hastings BC	0	9	1	8	1	2	33.3%	21
Havant BC	0	2	0	5	1	1	50.0%	9
Havering LB	6	30	4	60	11	10	52.4%	121
Herefordshire C	0	33	3	25	13	9	59.1%	83
Hertfordshire CC	1	42	5	44	11	5	68.8%	108
Hertsmere BC	1	6	1	13	0	4	0.0%	25
High Peak BC	2	5	0	7	2	3	40.0%	19
Hillingdon LB	4	26	2	44	5	4	55.6%	85
Hinckley & Bosworth BC	0	3	1	5	4	2	66.7%	15
Horsham DC	0	7	1	8	5	1	83.3%	22
Hounslow LB	8	48	3	100	19	15	55.9%	193
Huntingdonshire DC	2	2	0	4	3	4	42.9%	15
Hyndburn BC	0	3	0	5	0	8	0.0%	16
Ipswich BC	2	7	1	7	0	0		17
Isle of Wight C	0	25	1	22	8	5	61.5%	61
Isles of Scilly	0	1	0	2	0	0		3
Islington LB	24	41	4	39	18	20	47.4%	146
Kensington & Chelsea	1	18	4	33	4	14	22.2%	74
Kent CC	1	57	12	44	36	41	46.8%	191
Kettering BC	2	6	1	8	3	1	75.0%	21
Kings Lynn & W Nor	1	4	0	6	1	0	100.0%	12
Kingston upon Hull	3	29	2	36	7	11	38.9%	88
Kingston upon Thames	5	21	2	26	8	6	57.1%	68
Kirklees MBC	2	41	9	37	13	23	36.1%	125
Knowsley MBC	1	12	0	10	4	5	44.4%	32
Lake Distict NPA		3		2	5	3	62.5%	13
Lambeth LB	41	95	13	104	51	34	60.0%	338
Lancashire CC	1	31	8	63	19	41	31.7%	163
Lancaster City C	1	9	0	7	3	3	50.0%	23
Leeds City C	21	65	5	70	29	42	40.8%	232
Leicester City C	6	49	8	25	15	15	50.0%	118
Leicestershire CC	1	19	3	36	10	11	47.6%	80
Lewes DC	1	3	0	9	1	0	100.0%	14

Authority	Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld*	Total
Lewisham LB	8	32	7	62	15	10	60.0%	134
Lichfield DC	1	2	1	4	0	2	0.0%	10
Lincoln City C	2	5	1	4	2	1	66.7%	15
Lincolnshire CC	1	31	3	28	11	18	37.9%	92
Liverpool City C	2	50	4	92	21	13	61.8%	182
Luton BC	2	31	5	32	6	3	66.7%	79
Maidstone BC	0	10	1	5	3	0	100.0%	19
Maldon DC	0	6	0	5	2	1	66.7%	14
Malvern Hills DC	0	4	0	4	2	2	50.0%	12
Manchester City C	8	83	11	78	16	23	41.0%	219
Mansfield DC	3	8	0	6	0	3	0.0%	20
Medway C	2	44	7	31	6	20	23.1%	110
Melton BC	0	2	1	0	0	1	0.0%	4
Mendip DC	0	11	4	27	4	3	57.1%	49
Merton LB	1	27	4	49	18	11	62.1%	110
Mid Devon DC	2	9	1	8	1	2	33.3%	23
Mid Suffolk DC	3	5	1	9	1	4	20.0%	23
Mid Sussex DC	0	7	0	11	3	1	75.0%	22
Middlesbrough BC	0	8	0	18	1	6	14.3%	33
Milton Keynes C	5	19	3	32	6	6	50.0%	71
Mole Valley DC	0	4	0	5	1	7	12.5%	17
NE Derbyshire DC	0	7	0	5	1	3	25.0%	16
New Forest DC	2	10	0	6	2	1	66.7%	21
New Forest NPA		1	1	0	1	5	16.7%	8
Newark & Sherwood DC	1	11	0	9	3	0	100.0%	24
Newcastle City C	4	28	4	13	3	10	23.1%	62
Newcastle-under-Lyme	2	8	1	5	5	3	62.5%	24
Newham LB	19	90	8	133	28	21	57.1%	299
Norfolk CC	1	29	2	23	6	10	37.5%	71
North Devon DC	0	11	0	7	2	5	28.6%	25
North Dorset DC	0	4	0	8	0	2	0.0%	14
North East Lincs DC	1	15	1	24	2	8	20.0%	51
North Herts DC	0	8	1	11	2	1	66.7%	23
North Kesteven DC	0	5	0	9	1	0	100.0%	15
North Lincolnshire C	1	11	3	17	5	4	55.6%	41
North Norfolk DC	0	8	2	5	3	2	60.0%	20
North Somerset C	0	23	2	16	9	13	40.9%	63
North Tyneside MBC	6	21	1	23	3	6	33.3%	60
North Warwicks BC	0	3	1	4	0	2	0.0%	10
North York Moors NPA	0	0	0	1	0	1	0.0%	2
North Yorks CC	0	24	4	24	22	13	62.9%	87
Northampton BC	6	13	3	18	5	8	38.5%	53
Northants CC	1	22	5	40	12	11	52.2%	91

Authority	Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld*	Total
Northumberland C	2	20	0	25	8	8	50.0%	63
Northumberland NPA	0	1	0	0	0	0		1
Norwich City C	11	11	0	15	2	10	16.7%	49
Nottingham City C	7	29	4	40	14	30	31.8%	124
Notts CC	0	33	2	33	15	15	50.0%	98
Nuneaton & Bedworth BC	5	9	0	6	1	4	20.0%	25
NW Leics DC	2	7	0	9	3	5	37.5%	26
Oadby & Wigston BC	1	2	0	1	1	0	100.0%	5
Oldham MBC	3	24	2	29	7	12	36.8%	77
Oxford City C	3	9	2	8	1	4	20.0%	27
Oxfordshire CC	2	22	1	14	7	14	33.3%	60
Peak District NPA		3	1	2	2	1	66.7%	9
Pendle BC	1	10	1	13	1	2	33.3%	28
Peterborough City C	0	16	1	20	10	4	71.4%	51
Plymouth City C	2	25	1	33	10	11	47.6%	82
Poole BC	1	20	5	14	4	10	28.6%	54
Portsmouth City C	7	20	1	24	3	12	20.0%	67
Preston City C	2	6	0	6	1	1	50.0%	16
Purbeck DC	0	1	0	2	0	2	0.0%	5
Reading BC	2	18	0	17	6	6	50.0%	49
Redbridge LB	5	52	7	63	30	25	54.5%	182
Redcar & Cleveland C	1	9	1	22	1	4	20.0%	38
Redditch BC	2	3	2	11	0	1	0.0%	19
Reigate & Banstead	0	11	0	13	3	6	33.3%	33
Ribble Valley BC	0	2	1	5	4	3	57.1%	15
Richmond upon Thames	0	21	3	21	11	10	52.4%	66
Richmondshire DC	0	1	0	3	0	0		4
Rochdale MBC	1	16	5	26	5	4	55.6%	57
Rochford DC	1	6	0	13	0	3	0.0%	23
Rossendale BC	0	5	0	8	1	4	20.0%	18
Rother DC	0	8	1	5	0	4	0.0%	18
Rotherham MBC	1	18	3	28	5	13	27.8%	68
Rugby BC	0	3	0	7	2	1	66.7%	13
Runnymede BC	3	1	1	5	1	1	50.0%	12
Rushcliffe BC	0	4	0	1	3	0	100.0%	8
Rushmoor BC	0	3	0	9	0	0		12
Rutland CC	0	9	1	6	1	1	50.0%	18
Ryedale DC	0	4	0	1	1	1	50.0%	7
Salford City C	3	11	1	25	13	10	56.5%	63
Sandwell MBC	12	32	3	61	20	10	66.7%	138
Scarborough BC	0	7	0	11	1	6	14.3%	25
Sedgemoor DC	2	7	0	7	2	6	25.0%	24
Sefton MBC	1	24	2	26	6	15	28.6%	74

Authority	Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld*	Total
Selby DC	0	3	0	5	5	5	50.0%	18
Sevenoaks DC	0	8	1	8	0	3	0.0%	20
Sheffield City C	9	48	6	69	16	26	38.1%	174
Shepway DC	1	5	1	10	3	4	42.9%	24
Shropshire Council	0	28	2	44	19	12	61.3%	105
Slough BC	2	12	3	26	4	9	30.8%	56
Solihull MBC	3	16	1	25	6	5	54.5%	56
Somerset CC	2	12	3	26	6	9	40.0%	58
South Bucks DC	0	4	1	4	1	1	50.0%	11
South Cambs DC	2	6	1	4	2	2	50.0%	17
South Derbyshire DC	1	4	0	2	1	0	100.0%	8
South Downs NPA	0	0	0	1	0	0		1
South Gos C	5	15	3	23	7	7	50.0%	60
South Hants DC	0	11	2	6	15	10	60.0%	44
South Holland DC	0	4	2	2	0	1	0.0%	9
South Kesteven DC	1	4	1	7	0	3	0.0%	16
South Lakeland DC	0	9	1	2	0	2	0.0%	14
South Norfolk DC	1	5	0	2	0	1	0.0%	9
South Northants DC	0	3	0	5	2	5	28.6%	15
South Oxfordshire DC	1	2	0	4	0	4	0.0%	11
South Ribble BC	0	5	1	6	0	2	0.0%	14
South Somerset DC	0	13	3	4	2	3	40.0%	25
South Staffs DC	1	3	0	4	0	1	0.0%	9
South Tyneside MBC	5	23	0	10	1	15	6.3%	54
Southampton City C	2	11	1	13	8	10	44.4%	45
Southend-on-Sea BC	2	16	1	19	1	7	12.5%	46
Southwark LB	47	57	7	69	44	18	71.0%	242
Spelthorne BC	1	1	0	7	0	1	0.0%	10
St Albans City C	1	11	2	9	3	5	37.5%	31
St Edmundsbury BC	1	9	1	4	0	4	0.0%	19
St Helens MBC	0	11	0	18	5	8	38.5%	42
Stafford BC	0	5	1	6	3	3	50.0%	18
Staffordshire CC	1	35	7	35	21	15	58.3%	114
Staffs Moorlands DC	1	4	0	2	2	4	33.3%	13
Stevenage BC	3	4	1	6	1	3	25.0%	18
Stockport MBC	1	20	2	25	3	20	13.0%	71
Stockton-on-Tees BC	1	10	1	23	5	5	50.0%	45
Stoke-on-Trent City	2	34	6	25	17	11	60.7%	95
Stratford-on-Avon DC	1	4	2	1	4	2	66.7%	14
Stroud DC	2	7	1	6	0	0		16
Suffolk CC	7	25	3	29	14	11	56.0%	89
Suffolk Coastal DC	1	4	2	5	1	3	25.0%	16
Sunderland City C	2	22	4	20	9	10	47.4%	67

Authority	Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld*	Total
Surrey CC	0	45	6	52	17	13	56.7%	133
Surrey Heath BC	0	8	0	7	2	0	100.0%	17
Sutton LB	3	19	4	30	4	6	40.0%	66
Swale BC	0	11	0	10	2	2	50.0%	25
Swindon BC	3	21	4	28	2	9	18.2%	67
Tameside MBC	1	17	2	33	13	12	52.0%	78
Tamworth BC	7	3	2	11	3	2	60.0%	28
Tandridge DC	0	6	2	4	2	4	33.3%	18
Taunton Deane BC	2	4	0	6	5	7	41.7%	24
Teignbridge DC	1	10	1	11	4	7	36.4%	34
Telford & Wrekin BC	3	11	4	14	3	7	30.0%	42
Tendring DC	0	8	2	20	0	5	0.0%	35
Test Valley BC	0	4	3	4	0	0		11
Tewkesbury BC	0	2	1	8	1	1	50.0%	13
Thanet DC	3	3	0	13	0	3	0.0%	22
Three Rivers DC	1	9	0	7	2	3	40.0%	22
Thurrock C	15	21	3	40	18	10	64.3%	107
Tonbridge & Malling	0	1	0	6	0	1	0.0%	8
Torbay C	0	17	3	26	11	12	47.8%	69
Torridge DC	0	14	2	10	9	6	60.0%	41
Tower Hamlets LB	11	40	3	51	10	3	76.9%	118
Trafford MBC	3	25	1	34	11	16	40.7%	90
Tunbridge Wells BC	1	5	1	5	4	4	50.0%	20
Uttlesford DC	1	7	1	6	4	3	57.1%	22
Vale of White Horse	2	4	0	7	2	2	50.0%	17
Wakefield City C	2	40	5	18	7	7	50.0%	79
Walsall MBC	2	14	3	28	9	17	34.6%	73
Waltham Forest LB	7	52	4	62	27	20	57.4%	172
Wandsworth LB	9	37	2	37	6	13	31.6%	104
Warrington C	0	19	4	22	12	8	60.0%	65
Warwick DC	0	13	1	11	4	2	66.7%	31
Warwickshire CC	2	9	3	26	19	13	59.4%	72
Watford BC	0	11	1	7	1	0	100.0%	20
Waveney DC	3	5	0	14	1	3	25.0%	26
Waverley BC	0	11	1	4	1	4	20.0%	21
Wealden DC	3	7	1	16	1	6	14.3%	34
Wellingborough BC	0	6	0	3	1	1	50.0%	11
Welwyn Hatfield BC	2	8	2	15	2	2	50.0%	31
West Berkshire C	0	26	1	15	3	8	27.3%	53
West Devon BC	0	4	0	4	0	3	0.0%	11
West Dorset DC	0	16	0	4	1	3	25.0%	24
West Lancs BC	2	5	0	6	0	6	0.0%	19
West Lindsey DC	0	8	1	3	2	4	33.3%	18

Authority	Advice given	Closed after initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld*	Total
West Oxfordshire DC	0	4	0	6	1	3	25.0%	14
West Somerset DC	0	0	0	3	0	2	0.0%	5
West Sussex CC	3	43	4	38	17	25	40.5%	130
Westminster City C	9	53	7	77	18	57	24.0%	221
Weymouth & Portland	0	2	1	9	2	1	66.7%	15
Wigan MBC	5	30	2	37	15	11	57.7%	100
Wiltshire Council	3	29	6	40	17	16	51.5%	111
Winchester City C	0	6	1	6	1	2	33.3%	16
Windsor & Maidenhead	1	8	2	14	8	5	61.5%	38
Wirral MBC	2	22	4	41	8	14	36.4%	91
Woking BC	0	7	0	6	0	3	0.0%	16
Wokingham BC	2	14	4	21	3	5	37.5%	49
Wolverhampton City C	8	27	1	32	5	23	17.9%	96
Worcester City C	1	2	1	3	1	0	100.0%	8
Worcestershire CC	0	17	2	18	14	13	51.9%	64
Worthing BC	0	9	0	8	0	1	0.0%	18
Wychavon DC	1	6	1	5	2	1	66.7%	16
Wycombe DC	0	11	2	19	3	8	27.3%	43
Wyre BC	0	3	0	10	3	0	100.0%	16
Wyre Forest DC	0	1	0	3	0	1	0.0%	5
York City C	4	23	3	19	6	14	30.0%	69
Yorkshire Dales NPA	0	1	0	0	0	0		1

Notes

Number of complaints and enquiries received: a number of cases will have been received and decided in different business years, this means the number of complaints and enquiries received will not always match the number of decisions made.

* Percentage of complaints that are investigated in more detail.

For further information on interpreting the statistics click

[Local Government Ombudsman • Note on interpretation of local authority statistics](#)