

2007-08 Summary by Quarter

Cases received	Q1		Q2		Q3		Q4		Quarterly Average		Year To Date	
Sector	Enq	Cpl	Enq	Cpl	Enq	Cpl	Enq	Cpl	Enq	Cpl	Enq	Cpl
Health	50	159	30	142	31	127	31	171	36	150	142	599
Housing Association	35	56	12	61	24	42	22	65	23	56	93	224
Local Authority	207	312	110	337	117	300	131	380	141	332	565	1,329
SG&D	19	32	14	39	16	43	18	29	17	36	67	143
FE/HE	7	19	4	18	3	19	6	23	5	20	20	79
Unknown / OJ / Other	240	10	238	15	192	8	222	11	223	11	892	44
Total	558	588	408	612	383	539	430	679	445	605	1,779	2,418
<i>average total per week</i>	<i>43</i>	<i>45</i>	<i>31</i>	<i>47</i>	<i>29</i>	<i>41</i>	<i>33</i>	<i>52</i>	<i>34</i>	<i>47</i>		

Cases determined	Q1	Q2	Q3	Q4	Quarterly Average	Year To Date
Enquiry	557	407	378	438	445	1,780
Assessment	502	484	429	497	478	1,912
Examination	127	137	137	142	136	543
Investigation	99	102	129	96	107	426

Enquiries Total	557	407	378	438	445	1780
Complaints Total	728	723	695	735	720	2881

Grand Total	1285	1130	1073	1173	1165	4661
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average enquiries per week 43 31 29 34 34

average complaints per week 56 56 53 57 55

Investigations completed	Q1	Q2	Q3	Q4	Quarterly Average	Year To Date
Investigations discontinued	7	8	16	5	9	36
Report issued - fully upheld	14	15	23	22	19	74
Report issued - partly upheld	34	35	39	31	35	139
Report issued - not upheld	44	44	51	38	44	177
Total	99	102	129	96	107	426

average per week 8 8 10 7 8

average per month 33 34 43 32 36