

LGO Advice Team

Enquiries and complaints received	Adult care services	Children and family services	Education	Housing	Benefits	Public Finance inc. Local Taxation	Planning and building control	Transport and highways	Other	Total
Formal/informal premature complaints	1	1	0	9	1	1	1	5	4	23
Advice given	0	1	0	1	0	1	1	3	5	12
Forwarded to investigative team (resubmitted premature)	3	0	0	3	2	2	3	0	2	15
Forwarded to investigative team (new)	5	0	10	10	2	5	3	7	9	51
Total	9	2	10	23	5	9	8	15	20	101

Investigative Team

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
2009 / 2010	1	17	0	0	32	10	7	67

Average local authority resp times 01/04/2009 to 31/03/2010

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
1/04/2009 / 31/03/2010	46	32.3
2008 / 2009	42	28.0
2007 / 2008	42	28.7

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District Councils	61	22	17
Unitary Authorities	68	26	6
Metropolitan Authorities	70	22	8
County Councils	58	32	10
London Boroughs	52	36	12
National Parks Authorities	60	20	20