

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	5	5	0	22	2	3	1	1	9	48
Advice given	1	0	1	7	0	1	4	3	4	21
Forwarded to investigative team (resubmitted prematures)	0	1	0	6	0	1	3	0	3	14
Forwarded to investigative team (new)	3	3	4	5	1	0	5	3	11	35
Total	9	9	5	40	3	5	13	7	27	118

Investigative Team

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
01/04/2008 / 31/03/2009	0	12	0	0	22	10	11	55

Average local authority response times 01/04/2008 to 31/03/2009

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
1/04/2008 / 31/03/2009	30	25.7
2007 / 2008	51	24.4
2006 / 2007	52	27.4

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District councils	60	20	20
Unitary authorities	56	35	9
Metropolitan authorities	67	19	14
County councils	62	32	6
London boroughs	58	27	15
National park authorities	100	0	0