

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
2009 / 2010	Formal/informal premature complaints	0	0	0	6	0	2	2	0	1	11
	Advice given	2	4	0	1	0	0	1	0	1	9
	Forwarded to investigative team (resubmitted prematures)	0	0	0	2	0	0	1	0	1	4
	Forwarded to investigative team (new)	0	1	2	2	1	1	4	3	1	15
	Total	2	5	2	11	1	3	8	3	4	39
2008 / 2009	Formal/informal premature complaints	0	1	0	0	2	0	0	0	1	4
	Advice given	0	0	1	0	0	0	2	1	1	5
	Forwarded to investigative team (resubmitted prematures)	0	0	0	1	0	0	1	0	2	4
	Forwarded to investigative team (new)	0	0	1	4	0	0	4	0	4	13
	Total	0	1	2	5	2	0	7	1	8	26
Total	2	6	4	16	3	3	15	4	12	65	

Investigative Team

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
2009 / 2010	0	1	0	0	11	3	3	18
2008 / 2009	0	5	0	0	11	6	2	24
Total	0	6	0	0	22	9	5	42

Average local authority response 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	6	24.0
2008 / 2009	6	23.3
2007 / 2008	17	29.8

Types of authority	<= 28 days		29 - 35 days		> = 36 days	
	%		%		%	
District Councils	60		22		18	
Unitary Authorities	65		26		9	
Metropolitan Authorities	53		39		8	
County Councils	58		32		10	
London Boroughs	52		36		12	
National Parks Authorities	60		20		20	