

LGO Advice Team

Enquiries and complaints received	Adult care services	Children and family services	Education	Public Finance inc. Local Taxation	Transport and highways	Other	Total
Formal/informal premature complaints	4	1	0	1	1	2	9
Advice given	2	2	3	0	0	1	8
Forwarded to investigative team (resubmitted prematures)	0	0	1	0	2	1	4
Forwarded to investigative team (new)	3	2	14	0	4	3	26
Total	9	5	18	1	7	7	47

Investigative Team

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
01/04/2008 / 31/03/2009	0	4	0	0	11	9	6	30

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	17	30.4
2007 / 2008	10	27.2
2006 / 2007	11	38.8

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