

LGO Advice Team

Enquiries and complaints received	Adult care services	Children and family services	Education	Housing	Benefits	Transport and highways	Other	Total
Formal/informal premature complaints	2	2	0	0	0	2	1	7
Advice given	2	4	6	1	1	0	0	14
Forwarded to investigative team (resubmitted prematures)	2	1	0	0	0	0	1	4
Forwarded to investigative team (new)	9	9	12	0	0	4	2	36
Total	15	16	18	1	1	6	4	61

Investigative Team

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
2009 / 2010	1	6	0	0	10	11	7	35

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	18	29.8
2008 / 2009	17	30.4
2007 / 2008	10	27.2

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