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LGO Advice Team

| Enquiries and complaints received | Adult Care Services | Benefits & Tax | Corporate & Other Services | Education & Childrens Services | Environmental Services & Public Protection & Regulation | Highways & Transport | Housing | Other | Planning & Development | Total |
|---|---------------------|----------------|----------------------------|--------------------------------|---|----------------------|----------|----------|------------------------|-----------|
| Formal/informal premature complaints | 4 | 3 | 3 | 4 | 3 | 4 | 2 | 0 | 1 | 24 |
| Advice given | 3 | 4 | 1 | 6 | 0 | 0 | 0 | 1 | 2 | 17 |
| Forwarded in investigative team (resubmitted) | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 8 |
| Forwarded to investigative team (new) | 11 | 2 | 0 | 7 | 5 | 3 | 0 | 0 | 2 | 30 |
| Total | 19 | 10 | 5 | 18 | 8 | 7 | 2 | 1 | 9 | 79 |

Investigative Team

| Decisions | Reports: maladministration and injustice | Local settlements (no report) | Reports: Maladministration no injustice | Reports: no Maladministration | No Maladministration (no report) | Ombudsman's discretion (no report) | Outside jurisdiction | Total |
|--------------------|--|-------------------------------|---|-------------------------------|----------------------------------|------------------------------------|----------------------|-----------|
| 2010 / 2011 | 0 | 2 | 0 | 0 | 8 | 17 | 7 | 34 |

Adult social care decisions made from 1 Oct 2010*

| | Out of jurisdiction | Total |
|-------------|---------------------|-------|
| 2010 - 2011 | 2 | 2 |

*These decisions are not included in the main decisions table above. They use the new decision reasons from 1/10/10.

| Response times | First enquiries | |
|-------------------------|-----------------------|---------------------------|
| | No of first Enquiries | Avg no of days to respond |
| 01/04/2010 / 31/03/2011 | 9 | 20.2 |
| 2009 / 2010 | 29 | 26.8 |
| 2008 / 2009 | 100 | 14.3 |

Provisional comparative response times 01/04/2010 to 31/03/2011

| Types of authority | <= 28 days % | 29 - 35 days % | > = 36 days % |
|----------------------------|-----------------|-------------------|------------------|
| District councils | 65 | 23 | 12 |
| Unitary authorities | 59 | 28 | 13 |
| Metropolitan authorities | 64 | 19 | 17 |
| County councils | 66 | 17 | 17 |
| London boroughs | 64 | 30 | 6 |
| National parks authorities | 75 | 25 | 0 |