

**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	2	4	0	3	0	3	7	4	10	33
Advice given	4	2	2	2	0	1	2	1	21	35
Forwarded to investigative team (resubmitted prematures)	2	0	1	0	1	0	2	1	4	11
Forwarded to investigative team (new)	8	2	7	0	0	2	2	1	117	139
<b>Total</b>	<b>16</b>	<b>8</b>	<b>10</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>13</b>	<b>7</b>	<b>152</b>	<b>218</b>

**Investigative Team**

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
01/04/2008 / 31/03/2009	1	11	0	0	16	9	6	43

**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	103	16.2
2007 / 2008	33	26.3
2006 / 2007	52	111.9

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