

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 | 0 | 2 | 0 | 1 | 1 | 3 | 4 | 1 | 8 | 20 |
| Advice given | 2 | 1 | 3 | 0 | 0 | 1 | 2 | 1 | 3 | 13 |
| Forwarded to investigative team (resubmitted prematures) | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 3 | 3 | 10 |
| Forwarded to investigative team (new) | 7 | 0 | 7 | 1 | 2 | 0 | 9 | 9 | 4 | 39 |
| Total | 9 | 3 | 10 | 3 | 3 | 5 | 17 | 14 | 18 | 82 |

Investigative Team

| Decisions | MI reps | LS | M reps | NM reps | No mal | Omb disc | Outside jurisdiction | Total |
|-------------|---------|----|--------|---------|--------|----------|----------------------|-------|
| 2009 / 2010 | 0 | 5 | 0 | 0 | 15 | 18 | 3 | 41 |

| Response times | FIRST ENQUIRIES | |
|------------------------|------------------------|----------------------------|
| | No. of First Enquiries | Avg no. of days to respond |
| 1/04/2009 / 31/03/2010 | 10 | 27.3 |

Average local authority resp times 01/04/2009 to 31/03/2010

| 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 |

LGO Advice Team

| Enquiries and complaints received | Children and family services | Other | Total |
|---------------------------------------|------------------------------|----------|----------|
| Formal/informal premature complaints | 1 | 0 | 1 |
| Forwarded to investigative team (new) | 0 | 2 | 2 |
| Total | 1 | 2 | 3 |

Investigative Team

| Decisions | MI reps | LS | M reps | NM reps | No mal | Omb disc | Outside jurisdiction | Total |
|-------------|---------|----|--------|---------|--------|----------|----------------------|-------|
| 2009 / 2010 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 4 |

Response times

| | FIRST ENQUIRIES | |
|-------------|------------------------|----------------------------|
| | No. of First Enquiries | Avg no. of days to respond |
| 2008 / 2009 | 1 | 0.0 |
| 2007 / 2008 | 3 | 18.7 |

Average local authority resp times 01/04/2009 to 31/03/2010

| 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 |

LGO Advice Team

| Enquiries and complaints received | Planning and building control | Total |
|---------------------------------------|-------------------------------|----------|
| Forwarded to investigative team (new) | 1 | 1 |
| Total | 1 | 1 |

Investigative Team

| Decisions | MI reps | LS | M reps | NM reps | No mal | Omb disc | Outside jurisdiction | Total |
|-------------|---------|----|--------|---------|--------|----------|----------------------|-------|
| 2009 / 2010 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2 |

Response times

| | FIRST ENQUIRIES | |
|------------------------|------------------------|----------------------------|
| | No. of First Enquiries | Avg no. of days to respond |
| 1/04/2009 / 31/03/2010 | 2 | 37.0 |
| 2008 / 2009 | 3 | 30.0 |
| 2007 / 2008 | 2 | 44.0 |

Average local authority resp times 01/04/2009 to 31/03/2010

| 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 |

LGO Advice Team

| Enquiries and complaints received | Planning and building control | Other | Total |
|--|-------------------------------|----------|----------|
| Forwarded to investigative team (resubmitted prematures) | 1 | 0 | 1 |
| Forwarded to investigative team (new) | 2 | 1 | 3 |
| Total | 3 | 1 | 4 |

Investigative Team

| Decisions | MI reps | LS | M reps | NM reps | No mal | Omb disc | Outside jurisdiction | Total |
|-------------|---------|----|--------|---------|--------|----------|----------------------|-------|
| 2009 / 2010 | 0 | 3 | 0 | 0 | 3 | 3 | 0 | 9 |

Response times

| | FIRST ENQUIRIES | |
|-------------|------------------------|----------------------------|
| | No. of First Enquiries | Avg no. of days to respond |
| 2008 / 2009 | 2 | 31.5 |
| 2007 / 2008 | 5 | 29.8 |

Average local authority resp times 01/04/2009 to 31/03/2010

| 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 |

LGO Advice Team

| Enquiries and complaints received | Children and family services | Education | Transport and highways | Other | Total |
|--|-------------------------------------|------------------|-------------------------------|--------------|--------------|
| Formal/informal premature complaints | 0 | 1 | 1 | 0 | 2 |
| Advice given | 0 | 1 | 0 | 0 | 1 |
| Forwarded to investigative team (resubmitted prematures) | 1 | 0 | 3 | 0 | 4 |
| Forwarded to investigative team (new) | 1 | 0 | 1 | 1 | 3 |
| Total | 2 | 2 | 5 | 1 | 10 |

Investigative Team

| Decisions | MI reps | LS | M reps | NM reps | No mal | Omb disc | Outside jurisdiction | Total |
|--------------------|----------------|-----------|---------------|----------------|---------------|-----------------|-----------------------------|--------------|
| 2009 / 2010 | 1 | 4 | 0 | 0 | 4 | 6 | 2 | 17 |

| Response times | FIRST ENQUIRIES | |
|------------------------|------------------------|----------------------------|
| | No. of First Enquiries | Avg no. of days to respond |
| 1/04/2009 / 31/03/2010 | 3 | 19.7 |
| 2008 / 2009 | 27 | 20.0 |
| 2007 / 2008 | 17 | 22.0 |

Average local authority resp times 01/04/2009 to 31/03/2010

| 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 |