

**LGO Advice Team**

Enquiries and complaints received	Adult care services	Children and family services	Education	Housing	Public Finance inc. Local Taxation	Planning and building control	Transport and highways	Other	Total
Formal/informal premature complaints	0	0	0	4	3	2	2	1	12
Advice given	0	1	1	0	0	0	0	2	4
Forwarded to investigative team (resubmitted prematures)	0	0	0	1	0	2	0	4	7
Forwarded to investigative team (new)	1	1	0	0	0	5	3	2	12
<b>Total</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>9</b>	<b>35</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	6	5	4	27

**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	9	22.9
2007 / 2008	28	27.9
2006 / 2007	10	35.8

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