

## LGO Advice Team

Enquiries and complaints received	Adult care services	Children and family services	Education	Housing	Planning and building control	Transport and highways	Other	Total
Formal/informal premature complaints	3	4	0	0	2	6	2	17
Advice given	0	2	0	1	2	0	4	9
Forwarded to investigative team (resubmitted prematures)	0	2	1	0	0	1	0	4
Forwarded to investigative team (new)	5	5	8	0	0	7	1	26
<b>Total</b>	<b>8</b>	<b>13</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>14</b>	<b>7</b>	<b>56</b>

## Investigative Team

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
01/04/2008 / 31/03/2009	0	6	0	0	9	11	4	30

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
1/04/2008 / 31/03/2009	13	26.0
2007 / 2008	17	29.9
2006 / 2007	18	22.3

## Average local authority response times 01/04/2008 to 31/03/2009

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