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LGO Advice Team

Enquiries and complaints received	Benefits & Tax	Environmental Services & Public Protection & Regulation	Highways & Transport	Planning & Development	Total
Formal/informal premature complaints	1	0	0	1	2
Advice given	0	1	0	1	2
Forwarded in investigative team (resubmitted)	2	0	0	0	2
Forwarded to investigative team (new)	0	0	0	1	1
Total	3	1	0	3	7

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	0	0	0	1	0	2	3

No adult social care decisions were made in the period

Response times	First enquiries	
	No of first Enquiries	Avg no of days to respond
01/04/2010 / 31/03/2011	2	16.0
2008 / 2009	4	24.3

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