

**The Local Government Ombudsman's  
Annual Review  
the former Bedfordshire  
County Council  
for the year ended  
31 March 2009**

this document includes statistics only. For text, please see any of the following annual reviews:

**Bedford Borough Council  
Mid Bedfordshire District Council  
South Bedfordshire District Council**

The Local Government Ombudsman (LGO) provides a free, independent and impartial service. We consider complaints about the administrative actions of councils and some other authorities. We cannot question what a council has done simply because someone does not agree with it. If we find something has gone wrong, such as poor service, service failure, delay or bad advice, and that a person has suffered as a result, the Ombudsmen aim to get it put right by recommending a suitable remedy. The LGO also uses the findings from investigation work to help authorities provide better public services through initiatives such as special reports, training and annual reviews.



## 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	1	4	0	1	0	1	0	3	1	11
Advice given	0	1	1	1	1	0	1	0	3	8
Forwarded to investigative team (resubmitted prematures)	2	0	0	0	0	0	0	1	1	4
Forwarded to investigative team (new)	3	1	10	0	0	0	1	6	1	22
<b>Total</b>	<b>6</b>	<b>6</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>10</b>	<b>6</b>	<b>45</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	8	0	0	8	7	6	29

## Response times

	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
1/04/2008 / 31/03/2009	18	25.8
2007 / 2008	14	36.6
2006 / 2007	10	36.4

## 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