

## Local authorities: by type of authority

## LGO complaint decisions in 2010/11

not included: decisions on adult social care complaints since 1/10/10 (figures not available)

Authority	Total complaints determined (excluding premature complaints)		Maladministration and injustice reports		Local settlements		Maladministration reports		No maladministration reports		No maladministration without report		Ombudsman's discretion		Outside jurisdiction	
	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10
<b>London boroughs (and the Greater London Authority)</b>																
Barking & Dagenham LB	76	71	0	0	30	23	0	0	0	0	19	19	16	22	11	7
Barnet LB	93	76	1	0	23	17	0	0	0	0	32	26	18	22	19	11
Bexley LB	27	25	0	0	4	5	0	0	0	0	8	9	6	3	9	8
Brent LB	72	77	0	0	4	7	0	0	0	0	26	33	29	23	13	14
Bromley LB	61	58	0	0	19	17	0	0	0	0	27	25	6	4	9	12
Camden LB	145	109	1	0	38	49	0	0	0	0	37	23	36	22	33	15
City of London Corporation	9	7	0	0	1	1	0	0	0	0	5	1	0	5	3	0
Croydon LB	79	96	0	2 *	21	23	0	0	0	0	30	37	14	18	14	16
Ealing LB	129	107	0	3	36	25	0	0	0	0	42	31	27	25	24	23
Enfield LB	72	60	0	0	13	11	0	1	0	0	29	23	17	12	13	13
Greater London Authority	1	3	0	0	0	0	0	0	0	0	0	0	1	0	0	3
Greenwich LB	74	64	0	0	15	15	0	0	0	0	38	21	10	15	11	13
Hackney LB	107	104	0	0	39	35	0	0	0	0	23	20	20	30	25	19
Hammersmith & Fulham LB	97	62	0	1	31	14	0	0	0	0	31	25	20	13	15	9
Haringey LB	123	88	0	0	35	39	0	0	0	0	39	20	31	18	18	11
Harrow LB	66	52	0	0	13	12	0	0	0	0	25	24	13	6	15	10
Havering LB	40	59	0	1	8	21	0	0	0	1	12	10	13	16	7	10
Hillingdon LB	45	35	0	0	12	5	0	0	0	0	11	14	17	12	5	4
Hounslow LB	78	86	0	1	20	29	0	0	0	0	23	26	20	14	15	16
Islington LB	104	80	0	0	33	23	0	0	0	0	35	26	23	11	13	20
Kensington & Chelsea RB	52	41	0	0	10	10	0	0	0	0	21	15	11	11	10	5
Kingston upon Thames RB	18	28	0	0	5	7	0	0	0	0	5	8	2	9	6	4
Lambeth LB	211	200	0	3	73	74	0	0	0	0	55	61	33	27	50	35
Lewisham LB	89	94	0	1	20	21	0	0	0	0	35	31	15	22	19	19
Merton LB	35	33	1	0	7	3	0	0	0	0	11	15	6	10	10	5
Newham LB	112	101	1	1	48	36	0	0	0	0	27	24	13	18	23	22
Redbridge LB	85	50	2	1	22	9	0	0	0	0	31	16	20	14	10	10
Richmond upon Thames LB	51	28	1	0	11	4	0	0	0	0	24	18	8	4	7	2
Southwark LB	195	142	0	0	67	76	0	0	0	0	63	28	31	15	34	23
Sutton LB	41	22	0	0	4	2	0	0	0	0	17	10	14	7	6	3
Tower Hamlets LB	66	98	0	1	12	18	0	0	0	0	27	40	14	16	13	23
Waltham Forest LB	102	82	0	1	25	23	0	0	0	0	37	21	29	28	11	9
Wandsworth LB	59	57	0	0	10	18	0	0	0	0	30	20	4	9	15	10
Westminster City C	102	84	0	0	32	23	0	0	0	0	27	19	27	21	16	21