

LGO Advice Team

Enquiries and complaints received	Education	Housing	Benefits	Public Finance inc. Local Taxation	Planning and building control	Transport and highways	Other	Total
Formal/informal premature complaints	0	2	4	1	1	0	2	10
Advice given	1	1	0	1	1	0	0	4
Forwarded to investigative team (resubmitted prematures)	0	0	0	0	1	0	0	1
Forwarded to investigative team (new)	0	2	0	1	5	2	1	11
Total	1	5	4	3	8	2	3	26

Investigative Team

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
01/04/2008 / 31/03/2009	0	5	0	0	3	6	3	17

Average local authority resp 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	2	15.5
2007 / 2008	11	29.7
2006 / 2007	9	32.4

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 Parks Authorities	100	0	0