

**LGO Advice Team**

| Enquiries and complaints received     | Housing  | Benefits | Public Finance inc. Local Taxation | Planning and building control | Transport and highways | Other    | Total     |
|---------------------------------------|----------|----------|------------------------------------|-------------------------------|------------------------|----------|-----------|
| Formal/informal premature complaints  | 2        | 1        | 0                                  | 2                             | 0                      | 1        | 6         |
| Advice given                          | 1        | 0        | 1                                  | 2                             | 0                      | 3        | 7         |
| Forwarded to investigative team (new) | 4        | 0        | 1                                  | 4                             | 1                      | 2        | 12        |
| <b>Total</b>                          | <b>7</b> | <b>1</b> | <b>2</b>                           | <b>8</b>                      | <b>1</b>               | <b>6</b> | <b>25</b> |

**Investigative Team**

| Decisions   | MI reps | LS | M reps | NM reps | No mal | Omb disc | Outside jurisdiction | Total |
|-------------|---------|----|--------|---------|--------|----------|----------------------|-------|
| 2009 / 2010 | 0       | 3  | 0      | 0       | 5      | 3        | 1                    | 12    |

**Average local authority resp times 01/04/2009 to 31/03/2010**

| Response times         | FIRST ENQUIRIES        |                            |
|------------------------|------------------------|----------------------------|
|                        | No. of First Enquiries | Avg no. of days to respond |
| 1/04/2009 / 31/03/2010 | 6                      | 27.5                       |
| 2008 / 2009            | 7                      | 31.6                       |
| 2007 / 2008            | 6                      | 26.0                       |

| Types of authority         | <= 28 days % | 29 - 35 days % | > = 36 days % |
|----------------------------|--------------|----------------|---------------|
| District Councils          | 61           | 22             | 17            |
| Unitary Authorities        | 68           | 26             | 6             |
| Metropolitan Authorities   | 70           | 22             | 8             |
| County Councils            | 58           | 32             | 10            |
| London Boroughs            | 52           | 36             | 12            |
| National Parks Authorities | 60           | 20             | 20            |