

LGO Advice Team

Enquiries and complaints received	Housing	Benefits	Public Finance inc. Local Taxation	Planning and building control	Other	Total
Formal/informal premature complaints	0	2	4	1	0	7
Advice given	2	0	0	1	1	4
Forwarded to investigative team (resubmitted prematures)	1	0	1	3	3	8
Forwarded to investigative team (new)	2	1	0	6	4	13
Total	5	3	5	11	8	32

Investigative Team

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
01/04/2008 / 31/03/2009	0	6	0	0	18	2	3	29

Average local authority response 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	11	24.5
2007 / 2008	11	29.6
2006 / 2007	12	21.7

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