

**LGO Advice Team**

<b>Enquiries and complaints received</b>	<b>Children and family services</b>	<b>Housing</b>	<b>Benefits</b>	<b>Public Finance inc. Local Taxation</b>	<b>Planning and building control</b>	<b>Other</b>	<b>Total</b>
Formal/informal premature complaints	0	0	0	2	3	0	5
Advice given	1	1	0	0	0	1	3
Forwarded to investigative team (resubmitted prematures)	0	1	1	4	1	0	7
Forwarded to investigative team (new)	0	2	2	1	1	0	6
<b>Total</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>21</b>

**Investigative Team**

<b>Decisions</b>	<b>MI reps</b>	<b>LS</b>	<b>M reps</b>	<b>NM reps</b>	<b>No mal</b>	<b>Omb disc</b>	<b>Outside jurisdiction</b>	<b>Total</b>
<b>2009 / 2010</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>11</b>

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
1/04/2009 / 31/03/2010	3	31.0
2008 / 2009	11	24.5
2007 / 2008	11	29.6

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

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