

**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	1	0	1	2	0	1	5
Advice given	0	1	1	2	0	0	4
Forwarded to investigative team (resubmitted prematures)	0	0	0	1	1	0	2
Forwarded to investigative team (new)	0	1	0	8	0	2	11
<b>Total</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>13</b>	<b>1</b>	<b>3</b>	<b>22</b>

**Investigative Team**

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
01/04/2008 / 31/03/2009	0	1	0	0	2	1	1	5

**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	8	34.5
2007 / 2008	6	29.5
2006 / 2007	8	31.5

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