

LGO Advice Team

Enquiries and complaints received	Housing	Benefits	Planning and building control	Transport and highways	Other	Total
Formal/informal premature complaints	1	0	0	1	0	2
Advice given	0	0	1	0	0	1
Forwarded to investigative team (resubmitted prematures)	0	0	0	0	1	1
Forwarded to investigative team (new)	0	1	0	0	0	1
Total	1	1	1	1	1	5

Investigative Team

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
2009 / 2010	0	1	0	0	4	1	1	7

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
1/04/2009 / 31/03/2010	2	53.0
2008 / 2009	1	158.0
2007 / 2008	5	51.6

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