

**LGO Advice Team**

Enquiries and complaints received	Housing	Benefits	Planning and building control	Other	Total
Formal/informal premature complaints	1	1	2	0	4
Advice given	0	0	2	2	4
Forwarded to investigative team (resubmitted prematures)	0	0	2	0	2
Forwarded to investigative team (new)	1	0	3	0	4
<b>Total</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>14</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	0	0	0	4	3	1	8

**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	6	40.5
2007 / 2008	11	37.3
2006 / 2007	6	38.8

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