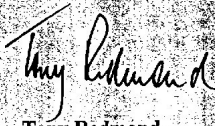


Our aim, depending on availability of resources and demand from local authorities, is then gradually to increase the amount of training we offer in 2005/6 and 2006/7. To sustain an effective training function that does not jeopardise our core business of investigating complaints, it will be necessary for us to charge for training. The charge will, however, be significantly less than the overall costs of the activity and will relate only to the direct expenditure arising from the provision of the training.

I look forward to hearing from you. It would be helpful to receive any comments you may have either on the form and content of this annual letter or on the training initiative by 31 August 2004. Meanwhile Jan O'Malley will be pleased to respond to any queries.

If you would like a plain paper copy of this letter and the attachments in electronic form, please email [a4@lgo.org.uk](mailto:a4@lgo.org.uk).

Yours sincerely



**Tony Redmond**

Enc: Statistical data covering a three year period  
A note to help the interpretation of data