

LGO advice team

Enquiries and complaints received	Adult Care Services	Benefits & Tax	Corporate & Other Services	Education & Childrens Services	Environmental Services & Public Protection & Regulation	Housing	Planning & Development	Total
Advice given	0	0	0	1	0	0	0	1
Premature complaints	0	2	1	0	2	0	1	6
Forwarded to Investigative team (resubmitted)	0	0	0	0	0	0	3	3
Forwarded to Investigative team (new)	1	1	1	0	1	2	2	8
Total	1	3	2	1	3	2	6	18

Investigative team - Decisions

Not investigated			Investigated			Report	Total
No power to investigate	No reason to use exceptional power to investigate	Investigation not justified & Other	Not enough evidence of fault	No or minor injustice & Other	Injustice remedied during enquiries		
0	2	2	3	2	2	0	11

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	4	17.5