

LGO advice team

Enquiries and complaints received	Adult Care Services	Benefits & Tax	Corporate & Other Services	Education & Childrens Services	Environmental Services & Public Protection & Regulation	Highways & Transport	Housing	Planning & Development	Total
Advice given	1	0	0	1	2	0	0	2	6
Premature complaints	0	0	0	0	2	1	3	2	8
Forwarded to Investigative team (resubmitted)	0	1	0	0	0	0	0	1	2
Forwarded to Investigative team (new)	0	1	1	0	4	0	3	5	14
Total	1	2	1	1	8	1	6	10	30

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		
2	1	2	3	4	4	0	16

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	5	21.2