

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	2	0	0	1	1	0	0	0	4
Premature complaints	1	0	1	0	0	0	1	1	4
Forwarded to Investigative team (resubmitted)	0	1	0	0	1	0	0	1	3
Forwarded to Investigative team (new)	2	1	2	3	1	2	0	3	14
Total	5	2	3	4	3	2	1	5	25

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		
3	3	5	5	5	2	0	23

Response times to first enquiries	No of first enquiries	Avg no of days to respond
	5	18.2