

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	0	0	0	4	1	2	2	0	9
Premature complaints	2	4	0	5	3	1	12	0	27
Forwarded to Investigative team (resubmitted)	2	0	1	0	2	0	2	3	10
Forwarded to Investigative team (new)	3	2	2	3	2	1	2	5	20
Total	7	6	3	12	8	4	18	8	66

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		
1	3	7	10	4	2	0	27

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	10	18.7