

LGO advice team

Enquiries and complaints received	Benefits & Tax	Corporate & Other Services	Environmental Services & Public Protection & Regulation	Highways & Transport	Housing	Planning & Development	Total
Advice given	0	0	2	0	0	4	6
Premature complaints	1	0	3	0	1	3	8
Forwarded to Investigative team (resubmitted)	1	1	0	0	1	0	3
Forwarded to Investigative team (new)	2	1	1	1	3	10	18
Total	4	2	6	1	5	17	35

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	3	7	10	1	6	0	29

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	8	27.8