

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	4	5	2	4	5	5	0	26
Premature complaints	6	6	1	1	11	3	15	2	45
Forwarded to Investigative team (resubmitted)	1	2	0	0	2	2	3	1	11
Forwarded to Investigative team (new)	6	2	2	10	9	8	17	2	56
Total	14	14	8	13	26	18	40	5	138

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		
4	8	10	20	15	13	0	70

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	35	17.7