

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	1	1	10	1	1	0	0	15
Premature complaints	5	0	0	6	1	2	1	1	16
Forwarded to Investigative team (resubmitted)	7	0	0	2	0	2	0	0	11
Forwarded to Investigative team (new)	13	0	2	14	3	6	0	3	41
Total	26	1	3	32	5	11	1	4	83

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	2	14	11	8	6	0	44

Response times to first enquiries	No of first enquiries	Avg no of days to respond
	13	28.5