

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	2	0	0	2	0	1	5
Premature complaints	5	1	1	0	1	6	14
Forwarded to Investigative team (resubmitted)	2	0	0	0	0	0	2
Forwarded to Investigative team (new)	1	1	1	0	1	3	7
Total	10	2	2	2	2	10	28

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	1	3	3	0	2	0	10

Response times to first enquiries	No of first enquiries	Avg no of days to respond
	3	25.7