

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	3	4	0	2	11	1	26
Premature complaints	3	10	2	2	2	5	16	8	48
Forwarded to Investigative team (resubmitted)	0	2	0	1	0	2	3	3	11
Forwarded to Investigative team (new)	3	2	2	8	4	3	8	14	44
Total	7	18	7	15	6	12	38	26	129

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	6	12	14	7	12	1	56

Response times to first enquiries	No of first enquiries	Avg no of days to respond
	38	23.6