

LGO advice team

Enquiries and complaints received	Benefits & Tax	Environmental Services & Public Protection & Regulation	Highways & Transport	Housing	Planning & Development	Total
Advice given	1	0	1	0	1	3
Premature complaints	2	3	1	3	6	15
Forwarded to Investigative team (resubmitted)	1	0	0	0	0	1
Forwarded to Investigative team (new)	0	1	0	3	6	10
Total	4	4	2	6	13	29

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	0	1	6	6	0	0	14

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	4	23.0