

LGO advice team

Enquiries and complaints received	Benefits & Tax	Corporate & Other Services	Environmental Services & Public Protection & Regulation	Housing	Planning & Development	Total
Advice given	0	1	0	1	1	3
Premature complaints	1	1	0	1	1	4
Forwarded to Investigative team (resubmitted)	0	0	1	1	1	3
Forwarded to Investigative team (new)	2	0	2	2	4	10
<b>Total</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>20</b>

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		
0	2	3	3	5	0	0	13

Response times to first enquiries	No of first enquiries	Avg no of days to respond
	5	29.2