

LGO advice team

Enquiries and complaints received	Benefits & Tax	Environmental Services & Public Protection & Regulation	Highways & Transport	Planning & Development	Total
Advice given	0	0	0	1	1
Premature complaints	1	1	0	0	2
Forwarded to Investigative team (resubmitted)	0	2	0	0	2
Forwarded to Investigative team (new)	1	3	1	0	5
Total	2	6	1	1	10

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	0	4	1	1	0	7

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	5	18.2