

**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	5	2	4	12	3	3	19	1	49
Premature complaints	8	12	1	11	22	2	37	10	103
Forwarded to Investigative team (resubmitted)	0	2	0	1	6	0	8	2	19
Forwarded to Investigative team (new)	7	7	4	37	15	7	26	18	121
<b>Total</b>	<b>20</b>	<b>23</b>	<b>9</b>	<b>61</b>	<b>46</b>	<b>12</b>	<b>90</b>	<b>31</b>	<b>292</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		
7	5	45	60	13	30	4	164

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	35	26.5