

LGO advice team

Enquiries and complaints received	Benefits & Tax	Environmental Services & Public Protection & Regulation	Housing	Planning & Development	Total
Advice given	3	0	1	1	5
Premature complaints	2	1	1	2	6
Forwarded to Investigative team (resubmitted)	0	0	0	1	1
Forwarded to Investigative team (new)	3	1	2	0	6
Total	8	2	4	4	18

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	0	1	4	2	0	0	7

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	4	25.0