

LGO advice team

Enquiries and complaints received	Benefits & Tax	Environmental Services & Public Protection & Regulation	Housing	Planning & Development	Total
Advice given	0	0	2	1	3
Premature complaints	1	3	8	1	13
Forwarded to Investigative team (resubmitted)	0	1	0	0	1
Forwarded to Investigative team (new)	0	0	1	1	2
Total	1	4	11	3	19

Investigative team - Decisions

No power to investigate	Not investigated		Investigated			Report	Total
	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	0	5	0	0	0	5

Response times to first enquiries	No of first enquiries	Avg no of days to respond
	3	18.7

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