

LGO advice team

Enquiries and complaints received	Adult Care Services	Corporate & Other Services	Education & Childrens Services	Environmental Services & Public Protection & Regulation	Highways & Transport	Planning & Development	Total
Advice given	4	1	7	0	0	1	13
Premature complaints	9	0	7	5	1	2	24
Forwarded to Investigative team (resubmitted)	0	0	4	0	0	1	5
Forwarded to Investigative team (new)	15	2	23	2	2	0	44
		0	0	0	0	0	
Total	28	3	41	7	3	4	86

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		
3	2	8	13	6	16	0	48

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	28	29.5