

**LGO advice team**

Enquiries and complaints received	Adult Care Services	Benefits & Tax	Corporate & Other Services	Environmental Services & Public Protection & Regulation	Housing	Planning & Development	Total
Advice given	0	2	0	0	2	0	4
Premature complaints	0	1	0	1	4	0	6
Forwarded to Investigative team (resubmitted)	0	0	1	0	1	1	3
Forwarded to Investigative team (new)	1	1	4	0	1	1	8
<b>Total</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>21</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		
2	1	2	3	1	1	0	10

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	4	20.0