

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 | 3 | 1 | 2 | 6 | 1 | 0 | 1 | 4 | 18 |
| Premature complaints | 8 | 1 | 0 | 4 | 3 | 3 | 3 | 3 | 25 |
| Forwarded to Investigative team (resubmitted) | 1 | 0 | 1 | 1 | 4 | 1 | 0 | 5 | 13 |
| Forwarded to Investigative team (new) | 5 | 0 | 4 | 8 | 2 | 4 | 3 | 12 | 38 |
| Total | 17 | 2 | 7 | 19 | 10 | 8 | 7 | 24 | 94 |

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 | 7 | 5 | 28 | 9 | 7 | 0 | 58 |

| | No of first enquiries | Avg no of days to respond |
|-----------------------------------|-----------------------|---------------------------|
| Response times to first enquiries | 21 | 38.9 |