

**LGO advice team**

Enquiries and complaints received	Benefits & Tax	Corporate & Other Services	Environmental Services & Public Protection & Regulation	Housing	Planning & Development	Total
Advice given	1	1	0	3	0	5
Premature complaints	0	1	3	3	2	9
Forwarded to Investigative team (resubmitted)	0	1	1	1	1	4
Forwarded to Investigative team (new)	2	1	2	6	4	15
<b>Total</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>13</b>	<b>7</b>	<b>33</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		
1	0	6	11	3	2	0	23

	No of first enquiries	Avg no of days to respond
Response times to first enquiries	6	28.5