

Local Authority Report: Rossendale Borough Council

For the Period Ending: 31/03/2019

For further information on how to interpret our statistics, please visit our [website](#)

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	4	4	0	6	0	1	3	0	18

Decisions made

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Detailed Investigations			Total
				Not Upheld	Upheld	Uphold Rate (%)	
1	0	8	7	1	2	67	19

Note: The uphold rate shows how often we found evidence of fault. It is expressed as a percentage of the total number of detailed investigations we completed.

Satisfactory remedy provided by authority

Upheld cases where the authority had provided a satisfactory remedy before the complaint reached the Ombudsman	% of upheld cases
0	0

Note: These are the cases in which we decided that, while the authority did get things wrong, it offered a satisfactory way to resolve it before the complaint came to us.

Compliance with Ombudsman recommendations

Complaints where compliance with the recommended remedy was recorded during the year*	Complaints where the authority complied with our recommendations on-time	Complaints where the authority complied with our recommendations late	Complaints where the authority has not complied with our recommendations	
2	1	1	0	Number
	100%		-	Compliance rate**
<p>Notes: * This is the number of complaints where we have recorded a response (or failure to respond) to our recommendation for a remedy during the reporting year. This includes complaints that may have been decided in the preceding year but where the data for compliance falls within the current reporting year. ** The compliance rate is based on the number of complaints where the authority has provided evidence of their compliance with our recommendations to remedy a fault. This includes instances where an authority has accepted and implemented our recommendation but provided late evidence of that.</p>				

Reference	Authority	Category	Received
18001306	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	25 Apr 2018
18001710	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	02 May 2018
18001791	Rossendale Borough Council	Corporate & Other Services	04 May 2018
18000383	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	15 May 2018
18003529	Rossendale Borough Council	Planning & Development	06 Jun 2018
18004246	Rossendale Borough Council	Housing	19 Jun 2018
18004533	Rossendale Borough Council	Corporate & Other Services	22 Jun 2018
18004973	Rossendale Borough Council	Benefits & Tax	02 Jul 2018
18005881	Rossendale Borough Council	Benefits & Tax	17 Jul 2018
18006606	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	27 Jul 2018
18008376	Rossendale Borough Council	Benefits & Tax	29 Aug 2018
18006486	Rossendale Borough Council	Corporate & Other Services	13 Sep 2018
18008402	Rossendale Borough Council	Planning & Development	03 Oct 2018
18002365	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	13 Nov 2018
18010039	Rossendale Borough Council	Corporate & Other Services	22 Nov 2018
18017397	Rossendale Borough Council	Benefits & Tax	14 Feb 2019
18018088	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	26 Feb 2019
18019925	Rossendale Borough Council	Planning & Development	28 Mar 2019

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
18001306	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	25 Apr 2018	Premature Decision - advice given	Referred back for local resolution	Null	
17010618	Rossendale Borough Council	Housing	02 May 2018	26(6)(c) Court remedy	Closed after initial enquiries	Null	
17019459	Rossendale Borough Council	Benefits & Tax	03 May 2018	Not warranted by alleged injustice	Closed after initial enquiries	Null	
17020433	Rossendale Borough Council	Corporate & Other Services	04 May 2018	Not warranted by alleged injustice	Closed after initial enquiries	Null	
18001710	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	22 May 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18004246	Rossendale Borough Council	Housing	19 Jun 2018	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null	
18000383	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	25 Jun 2018	Not warranted by alleged mal/service failure	Closed after initial enquiries	Null	
18003529	Rossendale Borough Council	Planning & Development	05 Jul 2018	26(6)(c) Court remedy	Closed after initial enquiries	Null	
18004533	Rossendale Borough Council	Corporate & Other Services	31 Jul 2018	Not warranted by alleged injustice	Closed after initial enquiries	Null	
18004973	Rossendale Borough Council	Benefits & Tax	01 Aug 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18006606	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	06 Aug 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18005881	Rossendale Borough Council	Benefits & Tax	21 Aug 2018	26(6)(a) tribunal Other	Closed after initial enquiries	Null	
18008376	Rossendale Borough Council	Benefits & Tax	29 Aug 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18001791	Rossendale Borough Council	Corporate & Other Services	17 Sep 2018	mal & inj	Upheld	Financial redress: Avoidable distress/time and trouble	
18006486	Rossendale Borough Council	Corporate & Other Services	08 Jan 2019	no mal	Not Upheld	Null	
18017397	Rossendale Borough Council	Benefits & Tax	14 Feb 2019	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18018088	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	26 Feb 2019	Premature Decision - advice given	Referred back for local resolution	Null	
18002365	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	25 Mar 2019	mal & inj	Upheld	Apology, Procedure or policy change/review	Amend the Council's complaint policy to explain how people can complain about services by phone.
18019925	Rossendale Borough Council	Planning & Development	28 Mar 2019	Premature Decision - advice given	Referred back for local resolution	Null	

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
15011613	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	08-Jun-17	Apology Financial Redress Other Remedy	08-Sep-17	05-Sep-18	Remedy completed late
18001791	Rossendale Borough Council	Corporate & Other Services	17-Sep-18	Financial redress: Avoidable distress/time and trouble	15-Oct-18	10-Oct-18	Remedy complete and satisfied