

**Local Authority Report:** Rossendale Borough Council  
**For the Period Ending:** 31/03/2018

For further information on how to interpret our statistics, please visit our website:  
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

## 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                   | 5                | 3                            | 0                                 | 1                    | 0                      | 2       | 1                        | 0     | 12    |

## Decisions made

|                       |              |                                    |                                | Detailed Investigations |        |             |       |
|-----------------------|--------------|------------------------------------|--------------------------------|-------------------------|--------|-------------|-------|
| Incomplete or Invalid | Advice Given | Referred back for Local Resolution | Closed After Initial Enquiries | Not Upheld              | Upheld | Uphold Rate | Total |
| 1                     | 0            | 4                                  | 4                              | 1                       | 2      | 67%         | 12    |

### Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.  
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

### Complaints Remedied

| by LGO | Satisfactorily by Authority before LGO Involvement |
|--------|--|
| 2      | 0  |

| Reference | Authority                  | Category  | Received   |
|-----------|----------------------------|---|------------|
| 17001514  | Rossendale Borough Council | Benefits & Tax  | 02/05/2017 |
| 17008372  | Rossendale Borough Council | Housing   | 22/08/2017 |
| 17009454  | Rossendale Borough Council | Benefits & Tax  | 18/09/2017 |
| 17010352  | Rossendale Borough Council | Benefits & Tax  | 25/09/2017 |
| 17010618  | Rossendale Borough Council | Housing   | 28/09/2017 |
| 17011210  | Rossendale Borough Council | Planning & Development                                  | 10/10/2017 |
| 17011341  | Rossendale Borough Council | Corporate & Other Services                              | 17/10/2017 |
| 17012367  | Rossendale Borough Council | Benefits & Tax  | 30/10/2017 |
| 17014094  | Rossendale Borough Council | Environmental Services & Public Protection & Regulation | 29/11/2017 |
| 17019156  | Rossendale Borough Council | Corporate & Other Services                              | 08/03/2018 |
| 17019459  | Rossendale Borough Council | Benefits & Tax  | 14/03/2018 |
| 17020433  | Rossendale Borough Council | Corporate & Other Services                              | 29/03/2018 |

| Reference | Authority                  | Category  | Decided    | Decision                           | Remedy                                 |
|-----------|----------------------------|---|------------|------------------------------------|--|
| 15011613  | Rossendale Borough Council | Environmental Services & Public Protection & Regulation | 08/06/2017 | Upheld                             | Apology,Financial Redress,Other Remedy |
| 16002171  | Rossendale Borough Council | Environmental Services & Public Protection & Regulation | 22/06/2017 | Not Upheld                         | Null                                   |
| 16013981  | Rossendale Borough Council | Corporate & Other Services                              | 11/08/2017 | Upheld                             | Financial Redress                      |
| 17001514  | Rossendale Borough Council | Benefits & Tax  | 02/05/2017 | Referred back for local resolution | Null                                   |
| 17008372  | Rossendale Borough Council | Housing   | 29/09/2017 | Referred back for local resolution | Null                                   |
| 17009454  | Rossendale Borough Council | Benefits & Tax  | 13/10/2017 | Closed after initial enquiries     | Null                                   |
| 17010352  | Rossendale Borough Council | Benefits & Tax  | 23/10/2017 | Closed after initial enquiries     | Null                                   |
| 17011210  | Rossendale Borough Council | Planning & Development                                  | 10/10/2017 | Referred back for local resolution | Null                                   |
| 17011341  | Rossendale Borough Council | Corporate & Other Services                              | 14/11/2017 | Closed after initial enquiries     | Null                                   |
| 17012367  | Rossendale Borough Council | Benefits & Tax  | 30/10/2017 | Incomplete/Invalid                 | Null                                   |
| 17014094  | Rossendale Borough Council | Environmental Services & Public Protection & Regulation | 15/01/2018 | Closed after initial enquiries     | Null                                   |
| 17019156  | Rossendale Borough Council | Corporate & Other Services                              | 08/03/2018 | Referred back for local resolution | Null                                   |