

## Appendix 4

### Comparisons of Lancashire district authorities - Complaints and enquiries received by LG&SCO (by category) - 2022-23

Authority Name	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Total
Burnley Borough Council	4	2	0	0	0	1	2	9
Chorley Borough Council	2	1	0	2	0	1	1	7
Fylde Borough Council	1	0	0	1	0	0	3	5
Hyndburn Borough Council	1	1	0	2	0	0	0	4
Lancaster City Council	2	3	0	1	0	0	3	9
Pendle Borough Council	3	1	0	4	0	1	0	9
Preston City Council	4	0	0	1	0	1	4	10
Ribble Valley Borough Council	1	1	0	2	0	0	5	9
Rossendale Borough Council	2	0	0	1	0	0	2	5
South Ribble Borough Council	0	1	0	3	0	1	3	8
West Lancashire Borough Council	1	0	0	3	1	4	9	18
Wyre Borough Council	0	0	0	1	0	1	1	3

### Comparisons of Lancashire district authorities - Complaints decided by LG&SCO (by outcome) - 2022-23

Authority Name	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Uphold rate (%)	Average uphold rate (%) of similar authorities
Burnley Borough Council	0	0	0	6	1	4	11	<b>80%</b>	59%
Chorley Borough Council	0	0	3	4	0	1	8	<b>100%</b>	59%
Fylde Borough Council	0	0	0	3	0	2	5	<b>100%</b>	59%
Hyndburn Borough Council	1	0	0	2	2	0	5	<b>0%</b>	59%
Lancaster City Council	0	1	3	4	1	1	10	<b>50%</b>	59%
Pendle Borough Council	0	0	6	4	0	1	11	<b>100%</b>	59%
Preston City Council	0	0	6	2	2	2	12	<b>50%</b>	59%
Ribble Valley Borough Council	0	0	5	4	0	1	10	<b>100%</b>	59%
Rosendale Borough Council	0	0	1	4	1	0	6	<b>0%</b>	59%
South Ribble Borough Council	1	0	3	4	0	0	8	<b>0%</b>	59%
West Lancashire Borough Council	0	1	7	9	0	1	18	<b>100%</b>	59%
Wyre Borough Council	0	0	0	0	0	2	2	<b>100%</b>	59%