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Council failed to fully investigate complaints

A council in Cumbria may have to apologise to hundreds of people after failing to investigate their complaints fully.

The concerns are about the smell from an animal rendering factory on the outskirts of Penrith. It has long been known as the "Penrith Pong".

Hundreds of people living near the Omega Proteins plant have made complaints to the local council and asked it to take action, like Dawn Stobbart, who used to be an Eden District councillor. She says even her complaints to a council hotline were ignored. The plant handles animal parts that can't be used in the human food chain. They're turned mainly into animal feed. The company has spent millions trying to eradicate the problem of smells but still the concerns continue. More than 400 people have complained in the last two years.

Ken Harper has been part of a local liaison group trying to work with the company and the council to stop the smells, but says the council has not done enough. Now it seems the council's response has been condemned by a national watchdog, although it won't be made public for three months.

The council itself says it has done all it can. Robin Hooper, the Chief Executive, says: The council is appealing against the Ombudsman's decision.

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<http://www.itv.com/news/border/2015-09-21/council-criticised-for-not-fully-investigating-residents-concerns/>

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