

## Appendix 2

### Local Authority Benchmarking – Neighbouring Devon Districts – 2024-2025

| Authority        | LGSCO Complaints<br>Dealt With | Not LGSCO | Assessed &<br>Closed | Investigated | Upheld   | Not Upheld | Avg. per 100k<br>Residents |
|------------------|--------------------------------|-----------|----------------------|--------------|----------|------------|----------------------------|
| East Devon       | 30                             | 11        | 16                   | 3            | 1        | 2          | 0.6                        |
| <b>Mid Devon</b> | <b>10</b>                      | <b>4</b>  | <b>4</b>             | <b>2</b>     | <b>1</b> | <b>1</b>   | <b>1.2</b>                 |
| North Devon      | 13                             | 6         | 6                    | 1            | 1        | 0          | 1.0                        |
| South Hams       | 19                             | 5         | 12                   | 2            | 2        | 0          | 2.2                        |
| Teignbridge      | 18                             | 9         | 6                    | 3            | 1        | 2          | 0.7                        |
| Torridge         | 13                             | 2         | 8                    | 3            | 1        | 2          | 1.5                        |
| West Devon       | 6                              | 1         | 3                    | 2            | 1        | 1          | 1.7                        |

Source: Local Government & Social Care Ombudsman