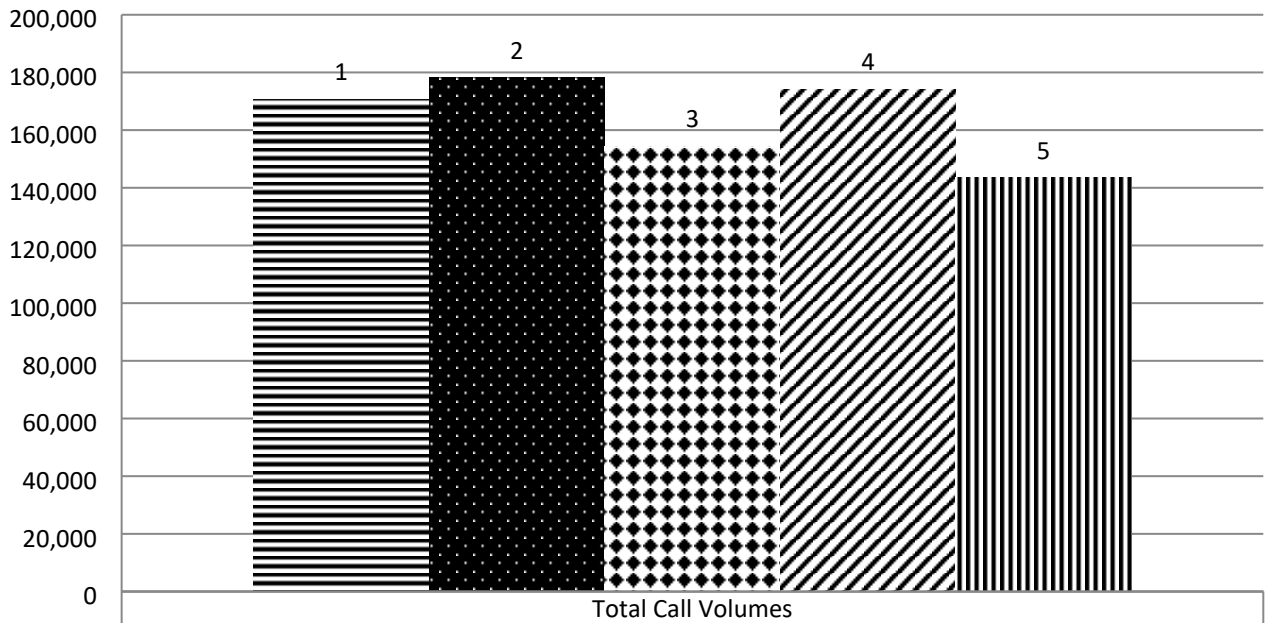


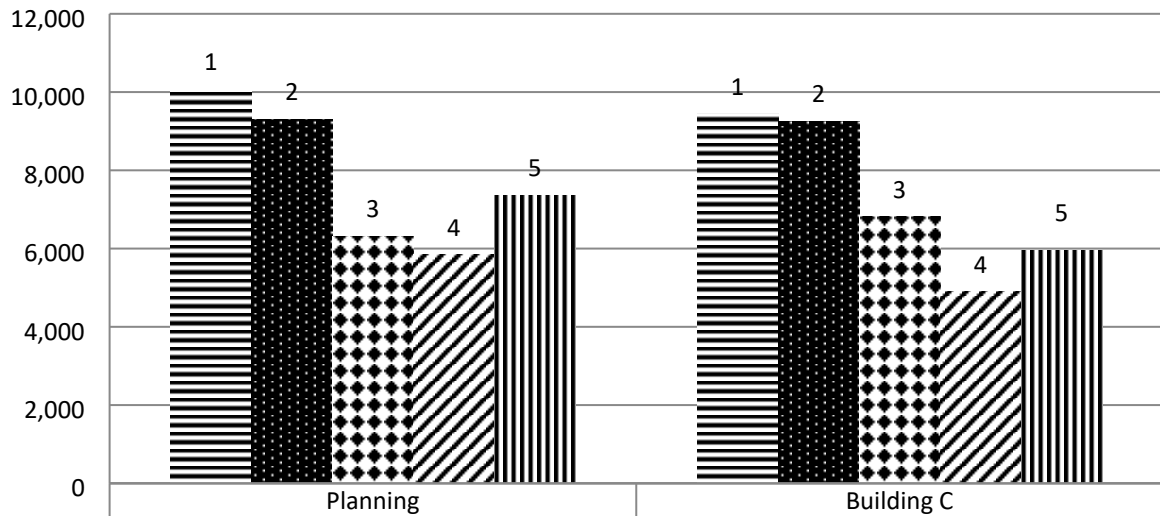
Arun District Council Telephony Figures 2017 - 2022

Overall Call Volume 2017 - 2022



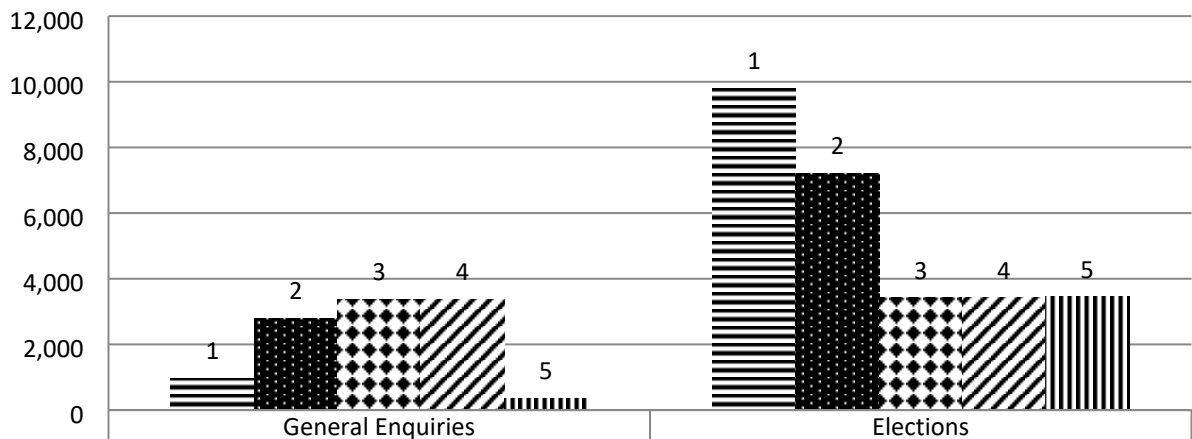
Total Call Volumes	
≡ 1)2017/2018	170,726
■ 2)2018/2019	178,153
◆ 3)2019/2020	154,458
↘ 4)2020/2021	174,104
5)2021/2022	143,403

Planning & Building Control Total Volumes 2017 - 2022



≡ 1) 2017/2018	10,064	9,442
■ 2) 2018/2019	9,311	9,252
◆ 3) 2019/2020	6,321	6,810
▨ 4) 2020/2021	5,836	4,893
▮ 5) 2021/2022	7,354	5,945

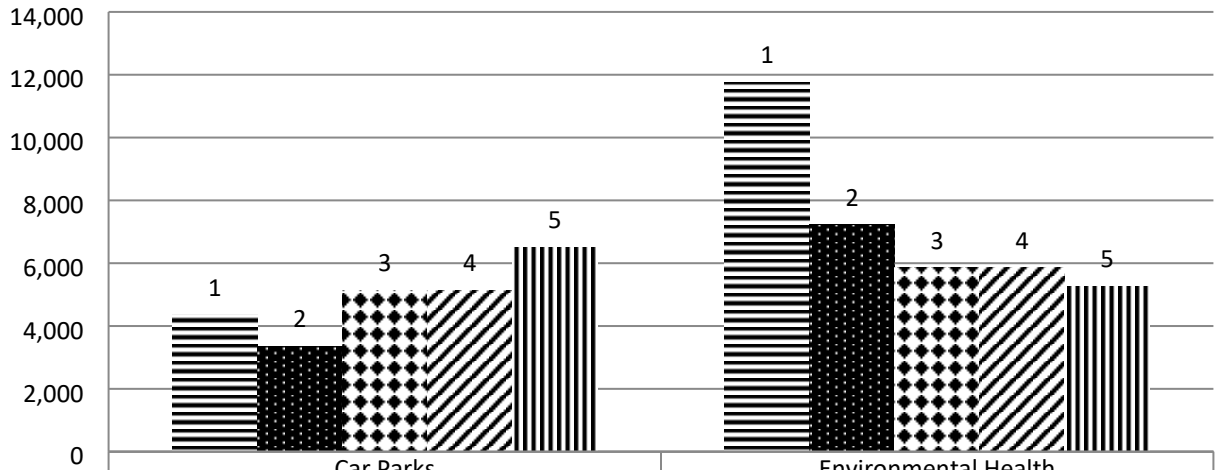
General Enquiries & Elections Total Call Volumes 2017 - 2022



≡ 1) 2017/2018	959	9,798
■ 2) 2018/2019	2,801	7,218
◆ 3) 2019/2020	3,372	3,415
▨ 4) 2020/2021	3,372	3,415
▮ 5) 2021/2022	357	3,446

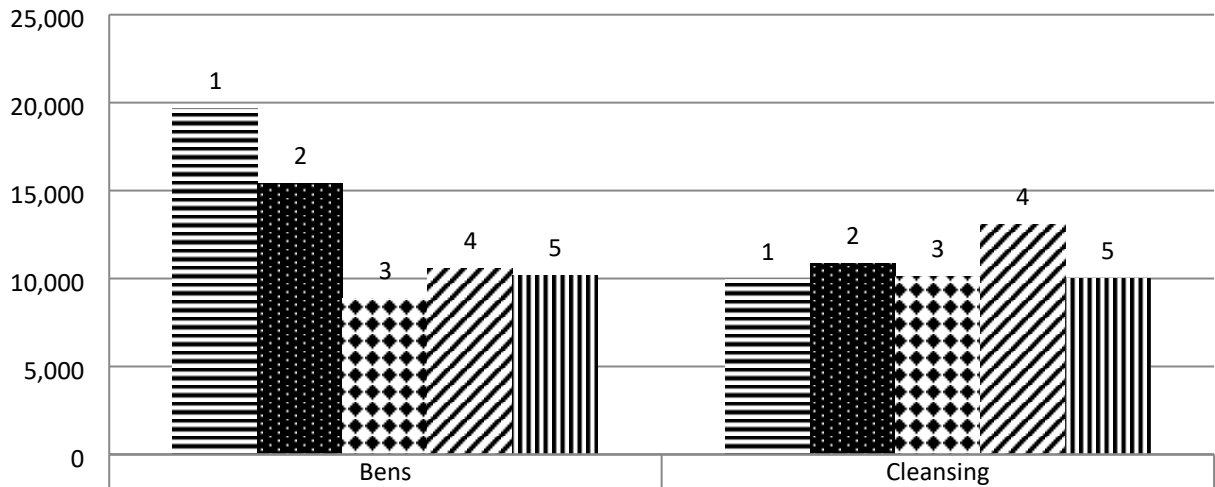
Switchboard & Revenues Total Call Volumes 2017 - 2022

Car Parks & Environmental Health Total Call Volumes 2017 - 2022



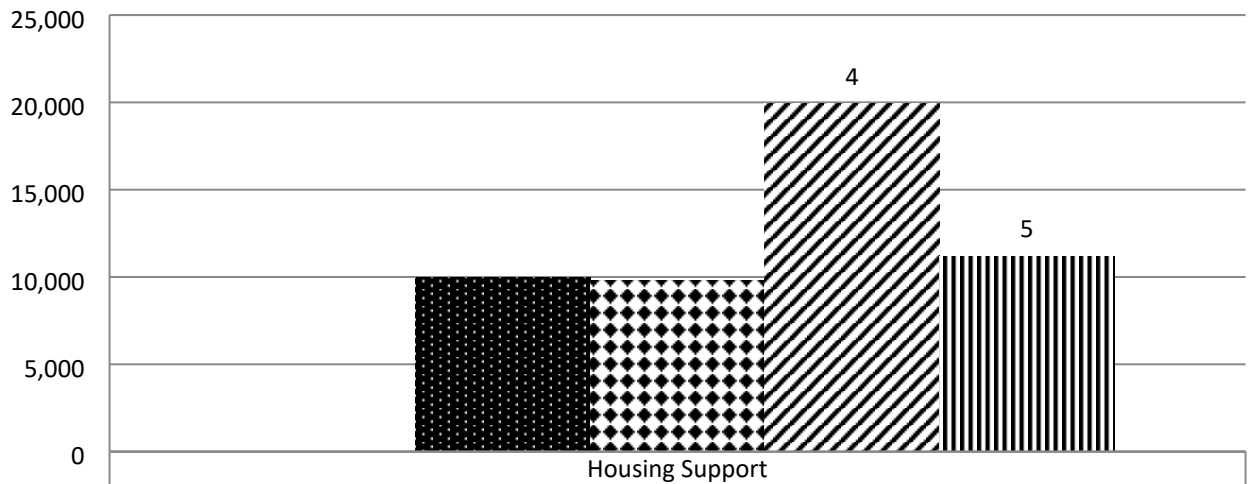
	Car Parks	Environmental Health
▬ 1) 2017/2018	4,354	11,767
■ 2) 2018/2019	3,360	7,218
▣ 3) 2019/ 2020	5,146	5,852
▤ 4) 2020/ 2021	5,146	5,852
▥ 5) 2021/2022	6,499	5,268

Benefits & Cleansing Total Call Volumes 2017 - 2022



	Bens	Cleansing
1) 2017/2018	19,693	9,977
2) 2018/2019	15,416	10,863
3) 2019/ 2020	8,875	10,143
4) 2020/ 2021	10,570	13,098
5) 2021/ 2022	10,190	10,010

Housing Support Total Call Volumes 2017 - 2022



	Housing Support
1) 2017/2018	0
2) 2018/2019	9,957
3) 2019/ 2020	9,784
4) 2020/ 2021	19,914
5) 2021/2022	11,171

1. Overall calls are lower for the 2019/ 2020 year due to the impact of the Coronavirus pandemic requiring us to modify our working arrangements without a sufficient alternative phone system in place. New working arrangements were installed in April 2020 to prevent inaccuracies going forward.
2. Planning & Building Control calls have continued to decrease over the last five years. These are significantly lower in the 2020/ 2021 year due to the closure of several Planning & Building Control services due to the ongoing national lockdown. This includes services such as Building Control inspections, Planning applications and site visits which normally generate a larger amount of calls to our telephony service.
3. Elections calls have also halved since the 2019/ 2020 year. This is also due to the ongoing pandemic which lead to any Elections due in 2020 being postponed.
4. Environmental Health has seen a significant decrease in total calls over the previous 5 years. This is due to the implementation of the online Tascomi Portal which allows customers to self-serve rather than utilise our telephony service for support.
5. Revenues and Benefits have both seen significant increase in calls during the 2020/ 2021 year. This is due to the various grants Arun District Council has supported during lockdown (Including Business Grants, Self-Isolation Payments etc.) As well as concerns regarding customers paying Council Tax while furloughed.
6. The introduction of Universal Credit in the 2018/ 2019 year saw a sharp decrease in the total number of Benefit calls handled.
7. In May 2018 Arun Direct took over handling Housing Rent calls to support the Housing Rent team. This led to an additional 9,957 calls being handled by Arun Direct advisors. This has grown over the last few years and we now take around 19,000 calls per year for this service.
8. There has been a significant decline of telephony calls during the 2021/2022 year. This is attributed to a decline in customers calling us regarding CT and Rent concerns due to the pandemic and grants. General Enquiries has also seen a significant decline of around 3,000 however this is due to it primarily being used as a training line and seeing less necessity for use as it has been in previous years.