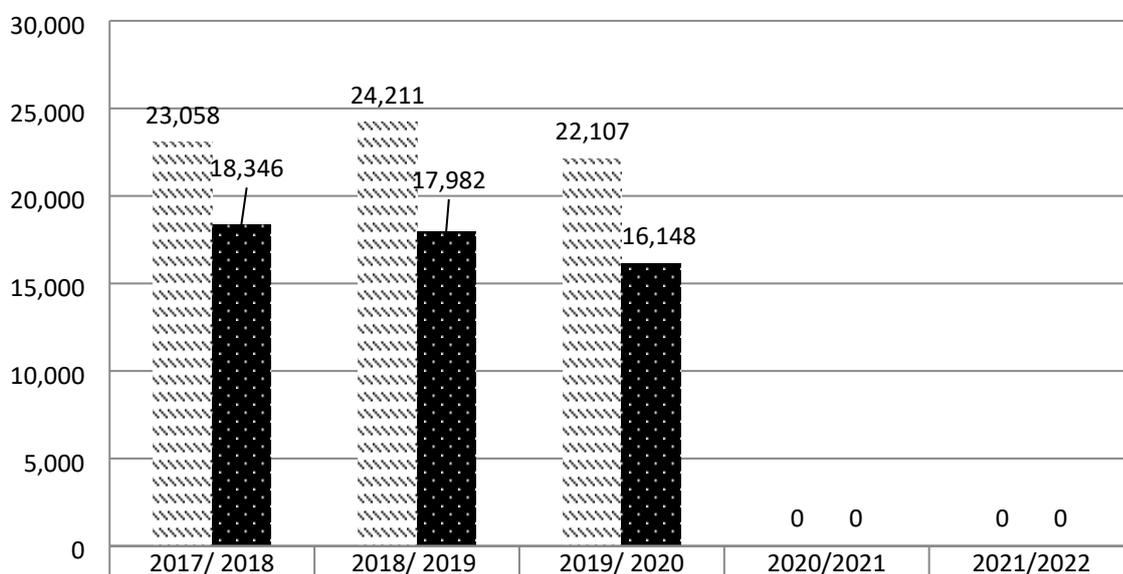


Appendix 2

Arun District Council Come In Figures 2017 - 2022



	2017/ 2018	2018/ 2019	2019/ 2020	2020/2021	2021/2022
1) Civic Centre	23,058	24,211	22,107	0	0
2) Bognor Regis Town Hall	18,346	17,982	16,148	0	0

1. These figures exclude Revenues & Benefits and Homelessness Triage Service as these are not services that are currently handled by Arun Direct and Customer Services in a face to face manner.
2. These figures include Housing, General Enquiries, Meet & Greet Services and Appointments across both sites.
3. The total numbers of customers visiting the Littlehampton Civic Centre has continued to rise each year while the total visiting Bognor Regis Town Hall has steadily fallen by roughly the same amount. Both offices saw a decrease in the 2019/2020 year due to restrictions being put in place from February 2020 in response to the Coronavirus Pandemic.
4. As the offices have remained closed throughout the 2020/2021 year, due to the ongoing pandemic and restrictions, no customers were support through a Face to Face capacity. Any customers who did approach the offices were redirected to the telephony service or the website and have been included in the other appendixes to prevent counting them twice. This practice continued for the 2021/2022 year to limit the amount of customers approaching the offices while we implemented a suitable appointment system.
5. Customers were no longer referred to our service lines and instead fully supported via a Face to Face service again at both offices from April 2022, more specific statistics regarding customers approaching our offices will be available via the 2022-2023 Annual Report next year because of this.
6. Statutory services, such as Housing Options and Homeless Tonight customers, were continued to be supported throughout the pandemic. As these customers were not supported directly by Arun Direct & Customer Services, we are unable to include these in the report as these were recorded by Housing Options themselves.